

## **CHAIRMAN'S REPORT**

**CABLE COMMUNICATIONS COMMISSION  
CITY OF EL PASO, TEXAS  
EXERPTS FROM FRANCHISE**

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**SECTION 15 c.**

The City shall have the right to inspect the Grantee's income records and the right to audit and to recompute any amounts determined to be payable under this ordinance plus the reasonable costs of the audit; provided, however, that such audit shall take place within thirty-six (36) months following the close of each of the Grantee's fiscal years. Any additional amount due to the City as a result of the audit shall be paid within sixty (60) days following written notice to the Grantee by the City which notice shall include a copy of the audit report.

**SECTION 22**

The Grantee shall maintain an office within the City, which shall be open during all usual business hours, have a publicly-listed telephone with a toll-free number and sufficient lines; and be so operated that complaints and requests for repairs, billing or adjustments shall be received on a twenty-four (24) hour basis.

**SECTION 24**

a. The Grantee shall fully cooperate in making available at reasonable times, and the City Attorney or his designee shall have the right to inspect the appropriate books, records, maps, plans and other like materials of the Grantee applicable to the CATV system, at any time during normal business hours; provided where volume and convenience necessitate, Grantee may require inspection to take place on Grantee's premises.

d. The Grantee shall keep a maintenance service log which will indicate the nature of each service complaint, the date and time it was received, the disposition of said complaint and the time and date thereof. This log shall be made available for periodic inspection by representatives of the City. All service complaint entries shall be retained on file for a period consisting of the most recent two- (2) years.

**SECTION 26**

The Grantee shall file annually with the Office of the City Attorney, no later than one hundred twenty (120) days after the end of the Grantee's fiscal year, a copy of a statement of revenue report applicable to the CATV system serving the City of El Paso. Included in this report shall be the following information, specific to the City of El Paso: Number of homes passed, number of subscribers for each type of service offered and the gross revenues all sources attributable to the operations of Grantee from within the City of El Paso. These reports shall be certified as correct by an authorized officer of Grantee and there shall be submitted along with them such other reasonable information as the City Council shall request.

## **TIME WARNER CABLE CABLE COMMUNICATIONS COMMITTEE REPORTS**

- The City and The Cable Communications Commission are waiting for the Agreed upon Procedure (Audit) of Gross Receipts required by the franchise to be settled. This is a review of the 5% franchise fee collected by Time Warner Cable on all gross receipts for the City. Time Warner Cable has not complied with request from the consultant. We do not find for or against Time Warner Cable.
- The City shall have the right to inspect the Grantee's income records and the right to audit and to recompute any amounts determined to be payable under this ordinance plus the reasonable costs of the audit; provided, however, that such audit shall take place within thirty-six (36) months following the close of each of the Grantee's fiscal years. Any additional amount due to the City as a result of the audit shall be paid within sixty (60) days following written notice to the Grantee by the City which notice shall include a copy of the audit report. Section 15 c.
- The records are in Irving, Texas. The Commission has requested those copies of payments, all reports and rate notifications to be given to the City Attorney's Office as required by the franchise. When payments are made to the City a copy is to be given to the City Attorney's office. As the Advisory Board, we cannot advise without facts.

The Access Committee finds that Time Warner Cable is in compliance with Sections 4 and 32 of the Franchise Agreement for the Installation, Operation and Maintenance of a Cable Television System within the City of El Paso, Texas. We also find that they are not in compliance with Section 22d of the Franchise Agreement Maintenance of a Service Log of each service complaint within the Cable Television System within the City of El Paso, Texas. We were not given access to this log to reconcile with the City Complaint Log.

### **SECTION 26**

The Grantee shall file annually with the Office of the City Attorney, no later than one hundred twenty (120) days after the end of the Grantee's fiscal year, a copy of a statement of revenue report applicable to the CATV system serving the City of El Paso. Included in this report shall be the following information, specific to the City of El Paso: Number of homes passed, number of subscribers for each type of service offered and the gross revenues all sources attributable to the operations of Grantee from within the City of El Paso. These reports shall be certified as correct by an authorized officer of Grantee and there shall be submitted along with them such other reasonable information as the City Council shall request. Quarterly reports were submitted.

The Technical Compliance Committee finds Time Warner Cable to be in compliance.

The Finance Committee cannot find for or against Time Warner Cable.

We suggested that the FCC notification for complaints be added in Spanish. With a population of 78.6% Hispanic we have received complaints from non -English speakers that they do not understand their bill. The issue is unresolved.

- AGAIN AS A MATTER OF GOOD BUSINESS PRACTICE THE COMMISSION RECOMMENDS THAT AN AGREED UPON PROCEDURE BE PERFORMED ON AN ANNUAL BASIS ACCORDING TO SECTION 15 c. OF THE FRANCHISE.

**CABLE COMMUNICATIONS COMMISSION  
CITY OF EL PASO, TEXAS  
2003 ANNUAL REPORT**

The Cable Communications Commission is comprised of members appointed by representatives on City Council and the Mayor. The Cable Commission encompasses four subcommittees who monitor and report compliance with the franchise agreement. The City of El Paso created the Franchise on March 31, 1987, pursuant to ordinance 8976. The City Council authorized the Cable Communications Commission to perform the following duties:

Advise the Mayor and City Council on the selection of experts and or consultants to be employed by the City of El Paso in matters relating to cable communications.

Investigate, conduct hearings, study and make recommendations to the Mayor and City Council on all matters relating to cable communications within the City of El Paso, including but not limited to franchise review, renewal and compliance.

The Cable Communications Commission also acts as the Access Advisory Board for the City of El Paso. In this capacity, it is the Commissions duty to resolve consumer dispute; that arise, providing access, services, and facilities. In accordance with Section 32 and Section 4.E of the Franchise Agreement the City of El Paso, in conjunction with Time Warner Cable, will determine when an additional channel is to be requested. Time Warner Cable is required to provide an additional access channel within six months of a request by the City of El Paso, up to a total maximum of six access channels. The request is prompted when each of the currently provided access channels have been in use during eighty percent (80%) of the weekday, Monday through Friday, for eighty percent (80%) of the time during any consecutive three hour period for six consecutive weeks. At this time the City has only requested and is using two of the six Access Channels that belong to the City. Time Warner Cable has leased time on the City PEG Cable Channel 15 for commercial programming

Despite the fact that the current public access channel did not comply with the requirements stipulated, the City of El Paso, by resolution, expressed its support for and endorsement of the designation by Time Warner Cable (Paragon Cable) of additional channel capacity of Public, Educational, and Governmental programming and the proposal by the Educational Cable Access Collaborative that the newly designated -channel capacity be used for a channel devoted solely to educational programming; thus the birth of the El Paso Instructional Channel (EPIC-TV, Channel 14).

The public education channel was intended to provide a venue for El Paso County. Oversight of the channel's programming needs to be broadened and more school districts in the county are urged to participate in the EPIC Channel's efforts.

It is the intent of the Cable Commission to continue this movement. Ysleta, Socorro, Region XIX, El Paso Independent School District, Community College and Time Warner Cable are carrying the EPIC Channel.

Neither the City of El Paso, nor the Cable Communications Commission, has the authority, under the 1992, Federal Cable Act, to dictate scheduling or programming, 47 U.S.C. 544 nor under 47 U.S.C. 532 Federal Cable Act. These sections permit Time Warner Cable the absolute authority as it pertains to scheduling and programming. Presently, EPIC-TV, Channel 14 is operating at approximately seventy-five percent (75%) capacity, and the City authorized Public, Educational

and Governmental channel is operating at approximately thirty-seven percent (37) capacity. Channel 96, The Fire department channel, with 100% usage. City personnel staff is encouraged to use PEG Channel 15 for educational purposes in the community.

Section 15(c) of the franchise agreement allows the City of El Paso the absolute right to inspect Time Warner Cable's income records and the right to audit and recount any amounts determined to be payable under the franchise agreement, plus the reasonable cost of the audit. The audit (agreed upon procedure) shall take place within thirty-six months following the close of each of Time Warner Cable's fiscal years.

**It is the recommendation that an audit (Agreed Upon Procedure) of gross receipts take place annually so that we do not lose our right as has happened in the past. Time Warner Cable is required to assume the reasonable cost of this procedure. Gross receipts in the calendar year 2001 were \$52,031,999.03 that resulted in franchise payments to City of El Paso in the amount of \$2,629,428.84. In the calendar year ended 2000, gross receipts totaled \$46,666,954.63 and franchise payments totaled \$2,333,347.73 This is an increase of \$296,081.11. 2002 gross receipts: \$52,649,941 franchise payments: \$2,632,497 increase \$3,068.**

Enclosed are the Committee reports from the Access Advisory Committee, the Technical Compliance Committee, the Finance Committee and EPIC Channel.

The Access Committee finds that Time Warner Cable is in compliance with Sections 4 and 32 of the Franchise Agreement for the Installation, Operation and Maintenance of a Cable Television System within the City of El Paso, Texas. We find that they are not in compliance with Section 22d. of the Franchise Agreement the Franchise Agreement Maintenance of a Service Log of each service complaint within the Cable Television System within the City of El Paso, Texas. We were not given access to this log to reconcile with City Complaints.

The Technical Compliance Committee finds Time Warner Cable to be in compliance.

The Finance Committee cannot find for or against Time Warner Cable.

## **SECTION 26**

The Grantee shall file annually with the Office of the City Attorney, no later than one hundred twenty (120) days after the end of the Grantee's fiscal year, a copy of a statement of revenue report applicable to the CATV system serving the City of El Paso. Included in this report shall be the following information, specific to the City of El Paso: Number of homes passed, number of subscribers for each type of service offered and the gross revenues all sources attributable to the operations of Grantee from within the City of El Paso. These reports shall be certified as correct by an authorized officer of Grantee and there shall be submitted along with them such other reasonable information as the City Council shall request. Quarterly reports were submitted. An annual report was not submitted.

**It is the recommendation of the Commission that there is an annual budgeted item to immediately put a RFP into place for a Review of Rate Increases on the Basic Tier as soon as it comes from Time Warner Cable. If this is place, the Review can go forth without waiting for the commission to meet.**

The Cable Communication Commission met with the Legislative Review Committee to resolve problems arising from complaints. We were directed to keep a journal for six months (this is a

practice we have used for six years), of all complaints that have not been resolved. Time Warner Cable was instructed by the legislative review committee to issue a written statement on all complaints according to section 15.18.05 of the City code. They are to respond to all complaints and follow up complaints or questions in writing to the Commission since a complaint is not deemed a complaint unless it is in writing and a resolution is not a resolution unless there is a written resolution. I.e. if a problem is solved by phone a memo is required in writing to the commission stating that fact. Time Warner Cable is in continued violation of section 15.18.05. We also met to discuss the Franchise Fee Review; the use of Cable Channel 15, Leased Access, and PEG Cable Channel 14 EPIC.

We suggested that the FCC notification for complaints be added in Spanish. With a population of 78.6% Hispanic we have received complaints from non -English speakers that they do not understand their bill. The issue is unresolved.

The Commission would like to reserve an opinion on total compliance until the completion of the Franchise Fee Review and Complaint procedure. The Cable Commission respectfully presents the attached reports in an effort to comply with the requirements set forth in the ordinance.


The Access Channels are valuable training tools for the City. City departments should utilize Cable 15.

It has been the intention of the Cable Communications Commission to furnish complete, accurate and informative recommendations to the City Council as they were delineated in ordinance establishing the Cable Commission. This aspiration, however, could not be attained without the dedication and support provided by the administrative staff, recording secretary, Debbie J. Brown, Sandra Dunsavage and the Assistant City Attorneys, Mr. John Nance and Mr. Kevin Elkins.

We thank the Mayor and City Council for allowing each member of our Commission to serve in this capacity.

In summary the recommendations of the Commission are:

1. An audit (Agreed Upon Procedure) of gross receipts take place annually so that we do not lose our right as has happened in the past.
2. The cost of Basic Tier Rate Review should be an annual budgeted item. This allows a RFP to be immediately put into place for the Rate Review of the Basic Tier.
3. City Departments should utilize the Access Channel for personnel Training.
4. The City of El Paso, Texas should monitor proceedings at the FCC regarding efforts by municipalities and states to recover franchise and right of way fees from Broadband cable modem customers of Time Warner Communication and other cable modem service providers.

 Judy Maddox, Chairman, Cable Communication Commission, City of El Paso, Texas  
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(915) 581-4275 MSWEZER@aol.com  
El Paso, Texas 79912-1917

# **ACCESS COMMITTEE REPORT**

August 30, 2004

TO: CABLE COMMUNICATIONS COMMISSION

FROM: BLANCA VASQUEZ, Chairman  
ROCHESTER DASHER, Co-Chairman  
ACCESS COMMITTEE

SUBJECT: CABLE OPERATOR COMPLIANCE WITH SECTIONS 4, 22 AND 32 OF  
THE FRANCHISE AGREEMENT BETWEEN THE CITY OF EL PASO AND  
TIME WARNER CABLE

**MEMBERS OF THE COMMISSION:**

We, Blanca Vasquez and Rochester Dasher of the Cable Access Committee, met with the Public Affairs/Access Manager of Time Warner, Bob Cordell on August 24, 2004. The meeting took place in Mr. Cordell's office at 20 Concord Road, Building A. The meeting was to determine whether Time Warner Cable was in compliance with Sections 4, 22 and 32 of the Franchise Agreement for the Installation, Operation and Maintenance of a Cable Television System, within the City of El Paso, Texas.

Mr. Cordell reported that there are nine positions in this Division: a Public Affairs Director, a Public Affairs Manager, a Video Engineer Manager, a Productions Supervisor, three Production Assistants and two Play back Operators. The Division Office is still located in Flower Mound, Texas.

The following are our findings and recommendations.

**SERVICES (Section 4)**

Time Warner Cable is providing service to two hundred forty four (244) K/12 schools in the El Paso, Sunland Park, New Mexico and Santa Teresa areas. These schools consist of public, private, parochial and three charter schools. Time Warner Cable is providing "Cable in the Classroom" guides to all 244 schools and to other educational entities in the region totaling 400. Time Warner Cable furnishes the above-mentioned connections, basic services and maintenance free of charge.

Time Warner Cable continues to provide non-commercial access channels at no cost to its users. They are in agreement with the Commission that an access user advisory board pursuant to Section 4(f) of the Franchise Agreement be made up of members of the Cable Communications Commission. The function of this board is to resolve issues that may arise as a consequence of providing access, services and facilities.

After reviewing subsections a, b, c, d and e, it was determined that Time Warner Cable is in compliance with all of these subsections.

## II.

### **COMPLAINT PROCEDURES (Section 22)**

They furnished us with a copy of the "Internal Procedures for Handling Customer Complaints", (Exhibit 1) as well as copies of their monthly complaint log (Exhibit 2). This was used to determine whether Time Warner Cable was complying with the complaint procedure requirements set forth in the Franchise Agreement. We were briefed on several programs and training in Customer Service. Two dedicated trainers provide training to all employees on technical and non-technical matters. Their focus continues to be toward intense and ongoing training on customer relations as well as employee incentives in order to maintain good levels of complaint resolution.

We verified that Time Warner Cable has established written procedures for receiving, acting upon, and resolving subscriber complaints. They maintain an on call repair and maintenance crew who should respond to subscriber complaints or request for service within twenty-four hours after receipt of the request. We received verbal verification that the subscriber is not charged for any of these requests for service unless such repair resulted from damage caused by the subscriber. As directed at a meeting held by the Communications Legislative Review Committee, which was held on October 18, 2001, Time Warner Cable it to maintain a log of incoming subscriber complaints. These complaints are those that have been routed through the Franchising Authority by the complainant in order to find resolution to the complaint. As of today, the previously requested complaint log has not been received; therefore, a comparative analysis cannot be made between the aforementioned log and the FCC subscriber history log. This subscriber log details service history on each account beginning with the customer's account number. It includes technical data, billing and payment data, complaints and service history. These records are necessary in order to comply with FCC Regulations. The Recording Secretary of the Cable Communication Commission (Exhibit 3) has kept a log of incoming subscriber complaints for several years. The log lists the subscriber complaints received by the City Attorney's Office. The log is used as a tracking mechanism for these complaints. This was intended to create a timely response to subscriber complaints. During the reporting period in some instances Time Warner Cable has not responded to customer complaints or to the City regarding these complaints in a timely manner; thus violating the Cable Operator of the City of El Paso Municipal Code, Title 15 (Public Services), Chapter 15.8 (Cable Television Customer Service Regulations) (Exhibit 4). This issue of total disregard and respect to the Municipal Code as well as to the Commission is of great concern to the Commission. The Commission has therefore called a meeting of the Communications Legislative Review Committee as soon as possible.

Time Warner employs approximately 57 Customer Service Representatives that actually monitor the telephones and computer stations. These representatives man the following shifts – 8 am to 5 pm, 9 am to 6 pm, 10 am to 7 pm, 11 am to 8 pm and 1 pm to 10 pm. Each CSR receives 4 weeks of training in the classroom and two weeks of double-plugging. Most of that training is spent on learning their computer system for logging calls. The third week they are on the stations to begin his/her interaction with customers. They are placed with a trained CSR who coaches and monitors their responses to customers. CSR trainers report to the Human Resources

Department. A supervisor monitors all calls. We felt Time Warner Cable has sufficient procedures in effect to handle complaints.

A Customer Packet is given to all new cable subscribers. It includes the Customer Handbook, the Customer's Bill of Rights and several informational brochures that include rate cards on both service and subscriber rates (Exhibit 5).

Time Warner Cable continues to have an outstanding program for hiring and training their technicians. We are also including a copy of the minimum qualifications for a Time Warner Service Technician I and II which are described in full on the enclosed job announcements. (Exhibit 6). This provides information about duties as well as minimum qualifications. NCTI Career Path courses for technical and non-technical personnel continue to be available.

Time Warner Cable continues to provide mandatory training sessions for Technicians. This mandatory training is being conducted weekly. These training sessions are being conducted within the El Paso facilities in its Training Center. This Training Center is within the building on Concord Street. This Time Warner Training Center contains a mock-up of a small house for hands-on training. Time Warner continues to provide a bimonthly newsletter for its employees and families as well as a quarterly customer newsletter.

There are a total of 14 payment centers, in addition to the west side and its main office. This makes payment easier and more accessible for the subscribers and should reduce the late payment rate and complaints.

It was determined that Time Warner Cable is not in compliance with Section 22 of the Franchise Agreement.

### III.

#### **ACCESS CHANNELS (Section 32)**

Time Warner Cable continues to make available up to six access channels at no charge to the users to accommodate the non-commercial needs to the public, the government, and educational institutions. At present, there are two access channels in use. Time Warner Cable is not required to provide another such channel until the currently provided access channels meet the following guidelines. They must have been in use during eighty percent (80%) of the week, Monday through Friday for eighty percent of the time during any consecutive three hour period for six (6) consecutive weeks. Channel 14, which is the educational channel is at 61% usage presently. Channel 14 is not considered one of the six designated access channels. Time Warner Cable holds the EPIC Channel to the same guidelines as any Access Channel, prohibiting any advertisement or underwriting acknowledgment. The Educational Bulletin Board continues to run from 12 am to 6 am daily to prevent excessive replay of programs. Channel 15, the Public Access and Governmental channel is at 38% usage with the Community Bulletin Board using the remainder of the time, which is filled to capacity at all times (80-100 announcements). This is a favorite with viewers. The El Paso Fire Department uses Channel 96 as a training channel that is at 100% usage. This channel is not

listed in the regular programming. It is a scrambled channel used solely for training by the El Paso Fire Department. Included with this report are schedules for Channels 14 and 15. (Exhibit 7).

Time Warner Cable continues to work with the Educational Cable Access Collaborative to provide equal representation to all who wish to participate and provide quality programming for Channel 14. Mr. Cordell is a member of the Collaborative in an advisory capacity. He is the Access Manager and works with the users of the access channel.

It was determined that Time Warner Cable is in compliance with Section 32 of the Franchise Agreement.

## **FINDINGS**

The Access Committee finds that Time Warner Cable is in compliance with Sections 4, and 32 of the Franchise Agreement for the Installation, Operation and Maintenance of a Cable Television System within the City of El Paso, Texas. We also find that they are not in compliance with Section 22 of the Franchise Agreement for the Installation, Operation and Maintenance of a Cable Television System within the City of El Paso, Texas.

Respectfully submitted,

**Blanca Vasquez**  
**Chairman**

**Rochester Dasher**  
**Co-Chairman**

## **INTERNAL PROCEDURES FOR HANDLING CUSTOMER COMPLAINTS**

### **Unwritten Complaints**

All verbal complaints received on the phone or in person that are not resolved to the customer's satisfaction during the initial conversation are logged in "Subscriber Memo Display" (SMS) in the CSG billing system. A brief notation of the complaint is followed by the corresponding complaint codes (see attached).

- Telephone complaints are noted in SMS with an asterisk and complaint code (Ex: \*RP)

### **Written Complaints**

All written complaints sent directly to Time Warner Cable, sent via the Franchising Authority, sent via the Better Business Bureau, sent via the Attorney General's office or sent via e-mail are logged in the "Subscriber Memo Display" (SMS) via the CSG billing system. A brief notation of the complaint is followed by the corresponding complaint codes (see attached).

- Written complaints from all paper sources are noted in SMS with an asterisk, complaint code and an "L" for letter (Ex: \*RPL).
- E-mailed complaints are noted in SMS with an asterisk, complaint code and "E" for e-mail (Ex: \*RPE).

### **Complaint Logs**

Complaints become a notation on the Daily Memo Change List report which is accessible for inspection in Customer Service. A copy of all written complaints, including printouts of e-mailed complaints, is kept with the daily memo report, along with written responses from the TWC to the customer.

A designated Customer Service Representative is responsible for reviewing and highlighting complaints on the report.

The tally for the month is given to the designated Customer Service Supervisor who keeps the Complaint Log report up to date for review as needed.

Once a complaint is logged, it remains on the log as a complaint, even if it is resolved. The City Attorney's office maintains a separate log of complaints it receives directly from customers.

## FEBRUARY 2003 COMPLAINT LOG

TYPE OF COMPLAINT	PHONES	LETTERS	E-MAIL	TOTALS
<b>CABLE</b>				
BILLING PROBLEM	2			2
REPAIR PROBLEM	1			1
ADJUSTMENT PROBLEM	1			1
SCHEDULING PROBLEM				0
PROGRAMMING PROBLEM				0
CUSTOMER SERVICE PROBLEM				0
RATE INCREASE	1			1
RETIERING				0
TOTAL CREDIT AMOUNT				\$0.00
COMPLAINT TOTAL		0	0	5
<b>ROAD RUNNER</b>				
BILLING PROBLEM	1			1
REPAIR PROBLEM	3			3
ADJUSTMENT PROBLEM				0
SCHEDULING PROBLEM				0
PROGRAMMING PROBLEM				0
CUSTOMER SERVICE PROBLEM				0
RETIERING				0
TOTAL CREDIT AMOUNT				\$0.00
COMPLAINT TOTAL	4	0	0	4
COMPLAINT OVERALL TOTAL				9
TOTAL OVERALL CREDIT				\$0.00

2

## DECEMBER 2003 COMPLAINT LOG

TYPE OF COMPLAINT	PHONES	LETTERS	E-MAIL	TOTALS
<b>CABLE</b>				
BILLING PROBLEM				
REPAIR PROBLEM	2			2
ADJUSTMENT PROBLEM	1			1
SCHEDULING PROBLEM				
PROGRAMMING PROBLEM				
CUSTOMER SERVICE PROBLEM				
RATE INCREASE				
RETIERING				
TOTAL CREDIT AMOUNT	\$0.00			\$0.00
COMPLAINT TOTAL	3	0	0	3
<b>ROAD RUNNER</b>				
BILLING PROBLEM	1			1
REPAIR PROBLEM	1			1
ADJUSTMENT PROBLEM				
SCHEDULING PROBLEM				
PROGRAMMING PROBLEM				
CUSTOMER SERVICE PROBLEM				
RETIERING				
TOTAL CREDIT AMOUNT				\$0.00
COMPLAINT TOTAL	2	0	0	2
COMPLAINT OVERALL TOTAL				5
TOTAL OVERALL CREDIT				\$0.00

3

DATE RECEIVED	COMPLAINANT NAME/ADDRESS	TYPE COMPLAINT	OF	DATE FORWARDED TO TIME WARNER	DATE TIME WARNER RESPONDED	DATE PRESENTED TO CABLE COMMISSION
11/12/02	Mr. Berton Belfer 11445 Jim Ferriell El Paso, TX 79936	4		11/12/02	12/09/03	12/16/02 Mr. Belfer appeared before the CCC. He does not agree with TW regarding payment due. Mr. Spencer told the CCC he would personally assist Mr. Belfer. Commission requested that Mr. Spencer provide resolution to the CCC in writing. 2/10/03 No response from Spencer. Postponed. 3/17/03 No response from Spencer. Postponed. 4/14/03 No response from Spencer. 4/14/03 Postponed. No response from Spencer. 5/19/03 postponed. 6/9/03 Memo from Mr. Cordell closed complaint.
01/09/03	Mr. Robert K. Strickland 540 Willow Glen Drive El Paso, Texas 79922	1		01/09/03	01/17/03	02/10/03
01/24/03	Mr. Edward Garcia 6629 Southwind Drive El Paso, TX 79912	3		01/27/03	02/07/03	02/10/03
02/12/03	Janet Guerrero 6641 Mesa Grande El Paso, TX 79912	3		02/12/03	02/27/03	03/17/03

LEGEND: 1 = RATES, 2 = LATE FEES, 3 = PROGRAMMING, 4 = SERVICE, 5 = OTHER (SPECIFY)

DATE RECEIVED	COMPLAINANT NAME/ADDRESS	TYPE COMPLAINT	OF	DATE FORWARDED TO TIME WARNER	DATE TIME WARNER RESPONDED	DATE PRESENTED TO CABLE COMMISSION
02/13/03	Debbie McClain 3212 Voss El Paso, TX 79936	2 & 4		02/13/03	02/27/03	03/17/03
02/27/03	George Balderas 9138 Kernel #74 El Paso, TX 79907	4		02/27/03	02/27/03	03/17/03
03/18/03	Wayne Sedgwick 8700 Norton St., Apt. 24A El Paso, TX 79904-1916	1		03/19/03	03/25/03	04/14/03
04/09/03	American Legion Post #832 2400 Bassett Street El Paso, TX 79901	1		04/09/03	05/13/03	05/12/03 Commander Banks addressed the Commission. 5/19/03 Mr. Cordell told Commander Banks that if he provided the Cable Operator with proper credentials, the VFW would be considered a non-profit organization and would receive a lower rate on the subscription to the cable. Mr. Cordell will supply the Commission with a Memorandum regarding the resolution. With no response coming from Time Warner, the secretary contacted the complainant who revealed that the American Legion is going with DSL
06/02/03	Mr. Moses Olivares 2118 Olive Street, #181 El Paso, TX 79901	4		06/02/03		07/14/03
08/27/03	Betty Ellen Bonese 5640 Devon El Paso, TX 79924	3		08/28/03	09/29/03	09/17/03

LEGEND: 1 = RATES, 2 = LATE FEES, 3 = PROGRAMMING, 4 = SERVICE, 5 = OTHER (SPECIFY)

DATE RECEIVED	COMPLAINANT NAME/ADDRESS	TYPE COMPLAINT	OF	DATE FORWARDED TO TIME WARNER	DATE TIME WARNER RESPONDED	DATE PRESENTED TO CABLE COMMISSION
09/28/03	Anna Elizabeth Eacker 205 Thunderbird Drive El Paso TX 79912	4 & 5		09/30/03	10/16/03	10/13/03 (postponed to 11/10/03 because of lack of response to complainant from cable operator. Complaint closed 11/10/03) Case closed 11/09/03
11/4/03	Richard Navarette 5917 Canton Court El Paso, TX 79905	5 (refund)		11/6/03		12/08/03
11/12/03	Oliver Kennedy 8712 Whitus Drive El Paso, Texas 79925	3		11/12/03		12/08/03
11/19/03	Ralph B. McCuen 1724 Sarach Rachel Court El Paso, Texas 79928	4		11/20/03	12/17/04	12/08/03
01/07/04	Mr. Gary S. Kennedy 15000 Ashford, #17 Horizon City, Texas 79928-6414	5 (RoadRunner		01/08/04		02/09/04 (postponed) 04/19/04
03/22/04	Tom W. Osteen 807 Blanchard El Paso, Texas 79902	4		03/22/04		04/19/04
03/31/04	Louie and Delia Cortinas 1662 Janet Coles Lane El Paso, Texas 79936	4		03/31/04		04/19/04
04/21/04	Ms. Christa Branch 1304-A Trudy Elaine Drive El Paso, Texas 79936	4 & 5		4/22/04		05/10/04 Motion to consider complaint resolved 6/14/04
06/18/04	Robert Blackwood 3228 Seabrook El Paso TX 79936	4		06/18/04		07/12/04
06/18/04	Ms. Judith Maddox 6011 Escondido El Paso TX 79912	4		06/18/04		07/12/04

Title 15 PUBLIC SERVICES

Chapter 15.18 CABLE TELEVISION CUSTOMER SERVICE REGULATIONS

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**15.18.050 Complaint procedures.**

- A. A subscriber who wishes to file a service-related complaint with the city against a cable operator must notify the city of such complaint in writing. A copy of the complaint must be forwarded by the subscriber to the cable operator.
- B. The cable operator shall, within fifteen days of receipt of the complaint, provide a written response to the city and the complaining subscriber. Such response should include a proposed resolution to the alleged violations asserted in the complaint.
- C. A complaining subscriber shall have fifteen days following the subscriber's receipt of the cable operator's response to notify the city and cable operator in writing of either of the following:
1. The subscriber's acceptance or rejection of the cable operator's proposed resolution; or
  2. The subscriber's proposed resolution of the complaint.
- A subscriber's failure to provide such written notification shall be deemed an acceptance of the cable operator's proposed solution. Where a subscriber proposes a resolution of the complaint, the cable operator shall have fifteen days following the cable operator's receipt of the subscriber's proposed resolution to notify the city and subscriber of its acceptance or rejection of the subscriber's proposed resolution.
- D. Where a resolution to the complaint is not agreed upon by the cable operator and subscriber, the city may impose a resolution to be binding upon both the cable operator and the complaining subscriber.
- E. To the extent allowed by law, a cable operator or subscriber may appeal a city-imposed resolution to the Federal Communications Commission. (Ord. 11636 § 1 (part), 1993)

6

# Welcome to TIME WARNER CABLE



*Now anything's possible* SM

how to  
reach us

Subscriber  
privacy notice

Entertainment  
equipment  
Home wiring

Monthly  
statements

What you  
need to know

DVR  
digital video recorder

problems?  
we can help

### 1-2-3 Consumer Guide



At Time Warner Cable, the customer comes first. In compliance with our non-exclusive franchise with the City of El Paso, we present you with this procedure to ensure effective and timely answers to your complaints and questions.

1. If you have a question or problem, we urge you to call our office and let us help you. Our Customer Service Representatives are empowered to ensure you get the service you need.

The number to call is **772-4422**.

2. If you aren't satisfied with the answer or resolution provided by our Customer Service team, please write us. The address is:

Time Warner Cable  
**ATTN: Customer Inquiry**  
7010 Airport Road • El Paso, TX 79906

FAX: 772-4605  
E-mail: [info@twcelp.com](mailto:info@twcelp.com)

3. If you aren't satisfied with the response from the written customer inquiry, you may write to the City of El Paso's **Cable Communications Commission**. The address is:

Cable Communications Commission  
City of El Paso, City Attorney's Office  
Two Civic Center Plaza • El Paso, TX 79901

FAX: 541-4710  
PHONE: 541-4834

EP

rates & services

digital packages

using digital cable

icontrol   
video on demand

online  
services

HDTV  
high-definition television

local  
programming

## Only on Time Warner Cable!

Time Warner Cable is proud to support the El Paso community. On your channel lineup, you'll find Time Warner TV Channel 7. This channel airs cable-exclusive local programming such as UTEP and high school football and basketball, educational showcases, entertainment and sports news, local government updates, and much more.

Only with Time Warner Cable will you get community information and programming specifically for El Paso. We are proud to be your neighbor and thank you for being a Time Warner Cable customer.



### TWTV7 programming highlights:

- ▲ High School Game of the Week
- ▲ Education Showcase
- ▲ UTEP Football and Basketball
- ▲ UTEP Coaches Shows
- ▲ El Paso Police on Duty
- ▲ Accent on the Arts
- ▲ MetroLife News
- ▲ Inside El Paso
- ▲ Mind Your Business
- ▲ El Paso Sports Showcase

# JOB DESCRIPTION

Date: 02-04

**POSITION TITLE:** Service Technician I

**LOCATION:** El Paso

**REPORTING RELATIONSHIP:**

This position generally reports to the Technical Supervisor.

**MAIN PURPOSE OF JOB:**

The purpose of this position is to perform field technical work and service customer problems. Responsibilities include daily organization of service calls, customer relations, problem solving and documentation.

**MAJOR DUTIES AND RESPONSIBILITIES:**

**ESSENTIAL FUNCTIONS:**

1. Performs all duties of the installer such as connects and disconnects cable and pay television services as well as perform upgrades, downgrades, prewire and multiple dwelling installations.
  - Applies basic knowledge of electronics, installation techniques and repairs.
  - Applies working knowledge and demonstrates proficiency in the use of various tools and equipment.
  - Utilizes equipment and tools. These include but are not limited to large ladder, small ladder, crimpers, dikes, needle nose, knife, side cutters, pump pliers, nut drivers, adjustable wrench, hammer drill and shovel.
2. Troubleshoots, maintains, services and resolves problems at the customer house, up to checking levels at the amplifiers and power supply.
  - Ability to solve technical problems with customers and technicians through effective verbal communication.
3. Conducts CLI test and repairs, turns in CLI log daily, checks amplifier/node levels for signal quality and handles routine plant maintenance.
  - Applies working knowledge of OSHA, FCC and Time Warner regulations and specifications.
4. Maintains and stocks necessary materials and tools for company vehicle.
  - Ability to organize material, tools and equipment.
  - Ability to lift and carry up to 75 lbs.
5. Recognizes, practices and enforces safety rules and procedures when performing technical tasks.
  - Applies working knowledge of safety rules and procedures.
  - Wears safety apparel, which includes hard hats, where required, and proper footwear.
  - Reports all unsafe acts, conditions, accidents and injuries, verbally and in writing to supervisor/manager.
6. Performs on-call duties, non-business hours, in the event of a system outage, or any problem to include service calls or installs.
7. May sell additional services and/or products to subscribers.
  - Utilizes verbal, written and interpersonal communications to sell services and products.
  - Utilizes working knowledge of cable product, programming choices and prices.
8. Performs other duties as assigned.

**EDUCATION/EXPERIENCE:****EDUCATION:**

High school diploma or recognized equivalent is required. Must have at least one year of experience as an Installer II or Lead Installer. Previous electronic experience and customer service experience is preferred. Must successfully complete the NCTI Service Technician course to advance to Service Technician II position if available.

**SPECIAL SKILLS, KNOWLEDGE AND ABILITIES:**

1. Valid drivers license; satisfactory driving record.

**WORKING CONDITIONS:****MATERIALS AND EQUIPMENT USED:**

1. Various tools and equipment
2. Two-way radio
3. Personal computer and printer
4. Bucket truck

**PHYSICAL REQUIREMENTS OF JOB:**

1. Ability to climb poles and towers.
2. Ability to effectively use telephone and two-way radio for communication.
3. Ability to lift and carry supplies and equipment, up to 75 lbs.
4. Ability to work in inclement weather.

I have read and fully understand the job duties, requirements, and working conditions outlined in this job description. Furthermore, I understand that my willingness and ability to successfully perform these job duties is a condition of my employment.

Additionally, I understand and agree that my employment with Time Warner Communications is "at will" and that my signing this acknowledgement does not create a contract of employment for any duration.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

# **JOB DESCRIPTION**

Date: 02-04

**POSITION TITLE:** Service Technician II

**LOCATION:** El Paso

**REPORTING RELATIONSHIP:**

This position generally reports to the Technical Supervisor.

**MAIN PURPOSE OF JOB:**

The purpose of this position is to perform field technical work and service customer problems. Responsibilities include daily organization of service calls, customer relations, problem solving and documentation.

**MAJOR DUTIES AND RESPONSIBILITIES:**

**ESSENTIAL FUNCTIONS:**

1. Performs all duties of the installer such as connects and disconnects cable and pay television services as well as perform upgrades, downgrades, prewire and multiple dwelling installations.
  - Applies basic knowledge of electronics, installation techniques and repairs.
  - Applies working knowledge and demonstrates proficiency in the use of various tools and equipment.
  - Utilizes equipment and tools. These include but are not limited to large ladder, small ladder, crimpers, dikes, needle nose, knife, side cutters, pump pliers, nut drivers, adjustable wrench, hammer drill and shovel.
2. Troubleshoots, maintains, services and resolves problems at the customer house, up to checking levels at the amplifiers and power supply.
  - Ability to solve technical problems with customers and technicians through effective verbal communication.
3. Conducts CLI test and repairs, turns in CLI log daily, checks amplifier/node levels for signal quality and handles routine plant maintenance.
  - Applies working knowledge of OSHA, FCC and Time Warner regulations and specifications.
4. Maintains and stocks necessary materials and tools for company vehicle.
  - Ability to organize material, tools and equipment.
  - Ability to lift and carry up to 75 lbs.
5. Recognizes, practices and enforces safety rules and procedures when performing technical tasks.
  - Applies working knowledge of safety rules and procedures.
  - Wears safety apparel, which includes hard hats, where required, and proper footwear.
  - Reports all unsafe acts, conditions, accidents and injuries, verbally and in writing to supervisor/manager.
6. Performs on-call duties, non-business hours, in the event of a system outage, or any problem to include service calls or installs.
7. May sell additional services and/or products to subscribers.
  - Utilizes verbal, written and interpersonal communications to sell services and products.
  - Utilizes working knowledge of cable product, programming choices and prices.
8. May train and advise entry level installers or service technicians, work on more difficult technical problems, handle irate customers on an ongoing basis and check completed work.
  - Utilizes clear and concise verbal communication when training and advising.
9. Performs other duties as assigned.

**EDUCATION/EXPERIENCE:****EDUCATION:**

High school diploma or recognized equivalent is required. Must have at least one year of experience as Service Technician I. Previous electronic experience and customer service experience is preferred. Must successfully complete the NCTI System Technician course to advance to Lead Service Technician position if available.

**SPECIAL SKILLS, KNOWLEDGE AND ABILITIES:**

1. Valid drivers license; satisfactory driving record.

**WORKING CONDITIONS:****MATERIALS AND EQUIPMENT USED:**

1. Various tools and equipment
2. Two-way radio
3. Personal computer and printer
4. Bucket truck

**PHYSICAL REQUIREMENTS OF JOB:**

1. Ability to climb poles and towers.
2. Ability to effectively use telephone and two-way radio for communication.
3. Ability to lift and carry supplies and equipment, up to 75 lbs.
4. Ability to work in inclement weather.

I have read and fully understand the job duties, requirements, and working conditions outlined in this job description. Furthermore, I understand that my willingness and ability to successfully perform these job duties is a condition of my employment.

Additionally, I understand and agree that my employment with Time Warner Communications is "at will" and that my signing this acknowledgement does not create a contract of employment for any duration.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

# El Paso Educational Television Collaborative

El Paso Instructional Channel

# 14

"EPIC Television for El Paso"

## WEEKLY PROGRAM SCHEDULE

SUMMER

May 10 through August 29, 2003

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
3:00 PM	History 1302	Issues in the News	A Matter of Taste	Issues in the News	A Question of Law	Math Eye	History 1302
3:30	Psychology 2301	<i>Come Read with Me</i>	<i>Come Read with Me</i>	<i>Legally Speaking</i>	<i>Come Read with Me</i>	Mechanical Universe & Beyond	Psychology 2301
4:00	Sociology 2301	<i>Emerging Renaissance</i>	Degrassi Kids	Against All Odds	<i>Mature Living</i>	For all Practical Purposes	Sociology 2301
4:30	Child Development 1354	<i>Tune in For Help</i>	<i>Tune in For Help</i>	<i>Tune in For Help</i>	<i>Tune in For Help</i>	College Algebra	Child Development 1354
5:00	Almost Painless Guide					Using Math / Many Voices	Almost Painless Guide
5:30	Ray Bradbury	Profiles	World of Chemistry	Beginning of Man	<i>SISD TV</i>	TV 411	Ray Bradbury
6:00	Native American/Science Demonstrations		Scientific Eye	For the Love of Wisdom	A Question of Law	The Challenge	Native American/Science Demonstrations
6:30	TV 411	<i>Technology Tips</i>	Science Demonstrations	Physics	<i>Technology Tips</i>	Wild South	Origins: A Hist. Of N. America
7:00	Shakespeare: Page to Stage	<i>Come Read with Me</i>			<i>Come Read with Me</i>	<i>SISD TV</i>	History in Focus
7:30	U.S. Geography: From Sea to Shinning Sea	<i>EPISD at a Glance</i>	Life on Earth	Planet Earth	<i>EPISD at a Glance</i>	Chemistry Connections	History in the Making: 1980's
8:00	Universe: The Infinite Frontier	Simply Science	<i>Mature Living</i>	<i>Region 19 Early Education Matters</i>	<i>Mature Living</i>	Biologix	<i>Mature Living</i>
8:30	<i>Along the Rio Grande</i>	<i>Emerging Renaissance</i>	Aging: Life's Hidden Agenda	<i>Legally Speaking</i>	Aging: Life's Hidden Agenda	<i>Legally Speaking</i>	<i>Along the Rio Grande</i>
9:00	<i>Frontera Artist</i>	GED Connections	GED Connections	GED Connections	GED Connections	GED Connections	<i>Frontera Artist</i>
9:30	For the Love of Wisdom	GED (Spanish)	GED (Spanish)	GED (Spanish)	GED (Spanish)	GED (Spanish)	Long Live La Familia
10:00 11:00	The Story of English	<i>Tune in For Help</i>	<i>Tune in For Help</i>	<i>Tune in For Help</i>	<i>Tune in For Help</i>	Voices and Visions	Books of our Time

Programming is subject to change. Programs listed here in italics are produced by the El Paso Educational Television Collaborative.

# TWC- Channel 15 Schedule

May 27, 2003

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12:05pm	C.B.B./	Tomorrow		C.B.B./	C.B.B./	C.B.B./	C.B.B./
12:35pm	Programming			Programming	Programming	Programming	Programming
1:05pm	Voz De	Gospel	C.B.B./	Mass	Hacia Una	The Meat	
	Restauracion	Musica	Programming	For	Vida Nueva	Showcase	
1:35pm	Templo La	Videos		Shut-Ins	Scream TV		
	Vina					El Paso's	Jimmy
2:05pm	Templo	Christian		Frontera	La Hora De	Urban	Swaggart
	Cristo Vien	Joy Cntr.		Musical	La Palabra	Groove	
2:35pm	Unidad En	Emerald	OSHO	Maryknoll	The Good	Studio G	Christopher
	Cristo	Ministries		Productions	News		Close-Up
3:05pm	La Familia	Witness		Agua De	Family	Hype	
	Cristiana			La Vida	Theater	Radio	Christ
3:35pm	El	Harvest	Message	The Austin	Something	Cat	Cathedral
	Evangelio	Time	From Baysid	Report	Different	Paws	
4:05pm	Abundancia	Capitol	Transfusion	Beth	New		Bahai
	De Paz	Comment	Alternative	Israel	Testament:		Newsreel
4:35pm	Torah	Veterans	Simple		Chapter By	White Sand	Full Gospel
	Forum	News&Views	Minded		Chapter	Weekly	Time
5:05pm	God	Respect Fo	That	LaRouche	House	El Pasoans	Love Of
	Talk	Life	Which Is	Connection	Of Yahweh	For Life	Christ
5:35pm	La Buena		Texas		In His	Conservative	Cathedral
	Nueva		Legislature		Steps	Roundtable	Of Hope
6:05pm	Church	Texas		Texas	Texas	Texas	First
	And State	Legislature		Legislature	Legislature	Legislature	United
6:35pm	La Palabra		This Week				Baptist
	Viva		With The				
7:05pm	Reap The	Ft. Bliss			S.I.S.D./	Congress On	First
	Harvest	Weekly			Spotlight On	The Border	Baptist
7:35pm	Amp Show	Spotlight On	City	Commis-	Gov't-Horizon	Spotlight On	Church
		Gov't/ Power	Council	Sioners	Water Matters	Gov't/ Cook	
8:05pm		Meetings		Court	Shooting		
		M.P.O./			Sports Forum		
8:35pm	Spirit	S.I.S.D./			EPISD	YISD	John
	Life	E.P.C.C./			School Board	Monthly Board	Birch
	Christian				Meetings/	Meetings/	Society
	Center				Public Svc	Special	
					Board	Meetings	

Shaded Programs are Public Access, Remainder are Governmental or Educational. Usage is approx. 40%

# **TECHNICAL COMMITTEE REPORT**

To: El Paso Cable Communications Commission  
From: Technical Compliance Committee  
Subject: **Technical Compliance Report**

July 4, 2004

The **Technical Compliance Committee** met before July 4, 2004.

Purpose: Determination of Time Warner Cable compliance with City of El Paso Franchise

Attendance: Ramon Diaz, Technical Supervisor of Time Warner El Paso  
Milo S. Gardner – Committee Member  
Mario P. Briones – Committee Member  
Abel Rodriquez – Committee Member

**REVIEW:**

- Technical Requirements of signal clarity and leakage
- Ramon Diaz briefing on latest technical implementations to achieve compliance.
- Tour of Time Warner facility, Cable feed distribution equipment, fiber optics control room, RoadRunner headend, Digital headend, and Analog headend.

**COPIES ENCLOSED:**

- FCC Form 320; Time Warner's completed Basic Signal Leakage Performance Report
- Airborne Signal Leakage Report compiled by Mar-Tech Engineering

**Statement:**

- Time Warner Cable System tested for signal leakage on February 9, 2004
- Cable plant meets FCC specification: 100% of samples taken
- Maps relate leakage levels which assist in planning corrective action where required; none is required.

**STATIC RESULT COMPARED TO YEAR 2003 REPORT:**

- FCC specification is 90%
- Time Warner's goal is 95%, or better
- Year 2003 compliance was 99.94%
- This year's compliance is 99.74%

**FROM THE REPORT:**

Cumulative signal leakage generates a nebulous electromagnetic field of radio frequency energy which exhibits no distinct plane of polarization, and exists in the airspace above an active cable television system. The source of this radio-frequency energy is leakage from defective components of the cable system plant. To avert the possibility of interference to aircraft navigation and communications, it is necessary to limit the amount of signal leakage. An upper limit of 10 uV/m at an altitude of 450 meters above average terrain has been legislated.

Sampling of the test radio's (IFR FM-500) detector output, collected 1000 samples per second. In the time between samples, the computer compared each with the previous and subsequent, to ensure that the collected energy was valid and not a noise impulse.

Sampling runs equated to one-half nautical mile intervals (the 3db contour of the measurement antenna @ 1,500 feet AGL) until the complete cable system had been covered.

The City boundaries were laid out in six geographic sections for testing identification. Measurement of signal level of peak video carrier in aeronautical band at test point, set generator level one dB higher.

4,357 points

11 points were greater than 10 uV/m

0.28 uV/m minimum leakage

20.99 uV/m maximum leakage

1.31 uV/m average field intensity

Results: points below 10 uV/m = 99.74%

All Time Warner Service Vehicles have test equipment aboard, and are constantly monitoring the system for radiation leakage. If any such is found, in-field repairs are made immediately.

No unusual occurrences have contributed to the system functionality during the report period 2003 to this date.

## CONCLUSION:

Time Warner Cable continues to be in compliance with the technical requirements as specified within the Franchise Agreements with the City of El Paso.

Respectfully Submitted:

Milo S. Gardner

Mario P. Briones

Abel Rodriguez

The image shows three handwritten signatures in black ink. From left to right: Milo S. Gardner, Mario P. Briones, and Abel Rodriguez. The signatures are written in a cursive, flowing style. The signature of Mario P. Briones is the largest and most prominent, overlapping slightly with the others.

Technical Committee Member

Technical Committee Member

Technical Committee Member

**Federal Communications Commission****Basic Signal Leakage Performance Report  
FCC Form 320**Reference Number: **137473855****SECTION I -- GENERAL INFORMATION**Cable System Owner: **TEXAS CABLE PARTNERS LP**Phone Number: **(972) 289 - 7300**Address: **300 PARKER SQUARE SUITE 210  
FLOWER MOUND, TX 75028**Community Served: **EL PASO**Community Unit No: **TX0242***Additional CUIDs...*Physical System Id: **007755****SECTION II -- LOCAL SYSTEM INFORMATION**

Person Responsible for Report:

Name: **Joe Duran**Phone Number: **(915) 577 - 1123**Address: **7010 AIRPORT ROAD  
EL PASO, TX 79906**Aeronautical Frequencies are used by this system. *Frequency List...*

Test Results: 10Log100:—

10Log13000:—

Airspace: Passed:—

Failed:—

**SECTION III -- LEAKAGE PERFORMANCE CRITERIA****AirSpace Measurements:**

Person/Company Responsible for Test:

Name: **Joe Duran**Phone Number: **(915) 577 - 1123**Test Period: From: **02/09/2004**To: **02/09/2004**Test Freq.: **133.2625** Mhz

Recorded Data &amp; Analysis:—

Smoothed Peak Values:—

Points Below 10 uV/m: **99.7400****SECTION IV -- CERTIFICATION**Certified by: **Michael D. McDonald, 03/05/2004****Vice President Engineering****ADDITIONAL CUIDS**

1. NM0069 007755 2. NM0089 007755 3. NM0151 007755 4. TX0242 007755  
5. TX0398 007755 6. TX0423 007755 7. TX0556 007755 8. TX0557 007755  
9. TX0558 007755 10. TX0559 007755 11. TX0634 007755 12. TX0918 007755  
13. TX0981 007755 14. TX1360 007755

**FREQUENCY LIST**

HRC Frequencies:

IRC Frequencies:

1. 109.2750 2. 111.5250 3. 115.2750

4. 117.5250	5. 121.2625	6. 127.2625
7. 133.2625	8. 229.2625	9. 235.2625
10. 241.2625	11. 247.2625	12. 253.2625
13. 259.2625	14. 265.2625	15. 271.2625
16. 277.2625	17. 283.2625	18. 289.2625
19. 295.2625	20. 301.2625	21. 307.2625
22. 313.2625	23. 319.2625	24. 325.2625
25. 331.2750	26. 337.2625	27. 343.2625
28. 349.2625	29. 355.2625	30. 361.2625
31. 367.2625	32. 373.2625	33. 379.2625
34. 385.2625	35. 391.2625	36. 397.2625

[FCC Home Page](#)[Search](#)[Commissioners](#)[Bureaus/Offices](#)[Finding Info](#)

*Mail your comments or suggestions to the Media Bureau  
FCC- Federal Communications Commission- NONE*



# Fly-Over Report

Mar-  
Tech

Time Warner  
EL PASO, TX  
February 09, 2004

1432 St. Johns Bluff Road

Jacksonville, FL 32225

Tel: 904.720.0082

Fax: 904.641.2107

reports@martechengineering.net

www.martechengineering.net

# Summary

**System: Time Warner: EL PASO, TX**

**Test Date: February 09, 2004**

A fly-over test for the system was performed to evaluate the system on the basis of signal leakage in the aeronautical band (108-140 MHz) as required by the F.C.C. (frequencies outside range will receive correction factor, see *Procedure* step 2a), and to determine the location and levels of any non-complying leaks (leaks in excess of 10 uV/m at 1500 feet). A description of the procedure, probability graph, a list of relative high readings, and a plotted map showing the system boundary, flight pattern and locations of relative high readings are included. Listed below are the results.

1. Generator level input into calibration antenna	6.55millivolts
2. Receiver adjustment to force a 10 uV/m reading	0dB
3. Measure signal level of peak video carrier in aeronautical band at test point, and set generator level one dB higher.	
4. Number of sample points	4,357points
5. Number of points > 10 uV/m	11points
6. Minimum leakage	0.28uV/m
7. Maximum leakage	20.99uV/m
8. Average field intensity	1.31uV/m
9. Percentage of points < 10 uV/m	99.74%

**F.C.C. requirements status: PASSED**

# Procedure

1. Determine system boundaries and correlate to Topo map using either a 7.5' or a 1:100,000 scale print.
2. Determine proper channel and time for testing, using a modulated carrier between 108 and 140 MHz.

**Date:** February 9, 2004

**Time:** 3:00 PM

**Frequency:** 133.2625MHz

- 2a. Apply Correction factor:

**Frequencies above 140:** (Data Sample) + 20 \* log( f/140 )

**Frequencies below 108:** (Data Sample) + 20 \* log( f/108 )

3. Establish signal generator input levels which will be used to calibrate Wavetek receiver. If calibration graph is not provided with the report, the calibration was performed at 3 feet on the ground. If calibration graph is provided with the report, the calibration was performed at 1500 feet agl.

10 uV/m field (at 3 or 1500 feet & 133.2625 MHz)

**Convert uV/m to dBmV:**

$$\begin{aligned} \text{dBmV} &= 20 * \log( E ) - 20 * \log( 20.7 * f ) \\ E &= \text{uV/m at 3 feet and } f = \text{frequency in MHz} \\ &= 20 - 20 * \log( 20.7 * 133.2625 ) \\ &= -48.8136 \text{ dBmV at 3'} \end{aligned}$$

**Determine Free Space Loss:**

$$\begin{aligned} \text{FSL} &= -37.87 + 20 * \log( f ) + 20 * \log( d ) \\ f &= \text{frequency in MHz and } d = \text{distance feet} \\ &= -37.87 + 20 * \log( 133.2625 ) + 9.54 \\ &= 14.1642 \text{ dB} \end{aligned}$$

**Determine Signal Level Input:**

$$\begin{aligned} \text{SLI} &= 10 \text{ uV/m field strength} \\ &\quad + (\text{free space and cable loss}) \\ &\quad - (\text{dipole and reflector gain}) \\ \text{Cable and filter loss (from antenna to receiver)} &= 5 \text{ dB} \\ \text{Dipole gain} &= 0 \text{ dB at } 133.2625 \text{ MHz; reflector gain} = 0 \text{ dB} \\ &= -48.8136 + ( 14.1642 + 5 ) \\ &= -29.6494 \text{ dBmV} \end{aligned}$$

**Convert to millivolts:**

$$\begin{aligned} \text{mV} &= 10 ( \text{dBmV}/20 ) \\ &= 32.9253 \text{ uV} \end{aligned}$$

4. Test signal level input of generator with signal level meter to insure accuracy.

# Procedure

5. Perform receiver calibration runs, adjusting receiver to read 10 uV/m at 3 or 1500 feet (see *Relative High Readings*). NOTE: We are reading our receiver in the absolute mode in uV and inserting a 20 dB pre-amp to increase our sensitivity. 0 dB adjustment added to receiver on calibration run to force 10 uV/m reading.

$$\begin{aligned} \text{uV/m} &= 0.021 * f * \text{uV} \\ \text{uV} &= (\text{uV/m}) / (0.021 * f) \\ \text{uV} &= 476/133.2625 \\ \text{uV} &= 3.5719 \end{aligned}$$

**6. If using video carrier:**

Flyover performed using channel C video carrier.

**If using modulated carrier:**

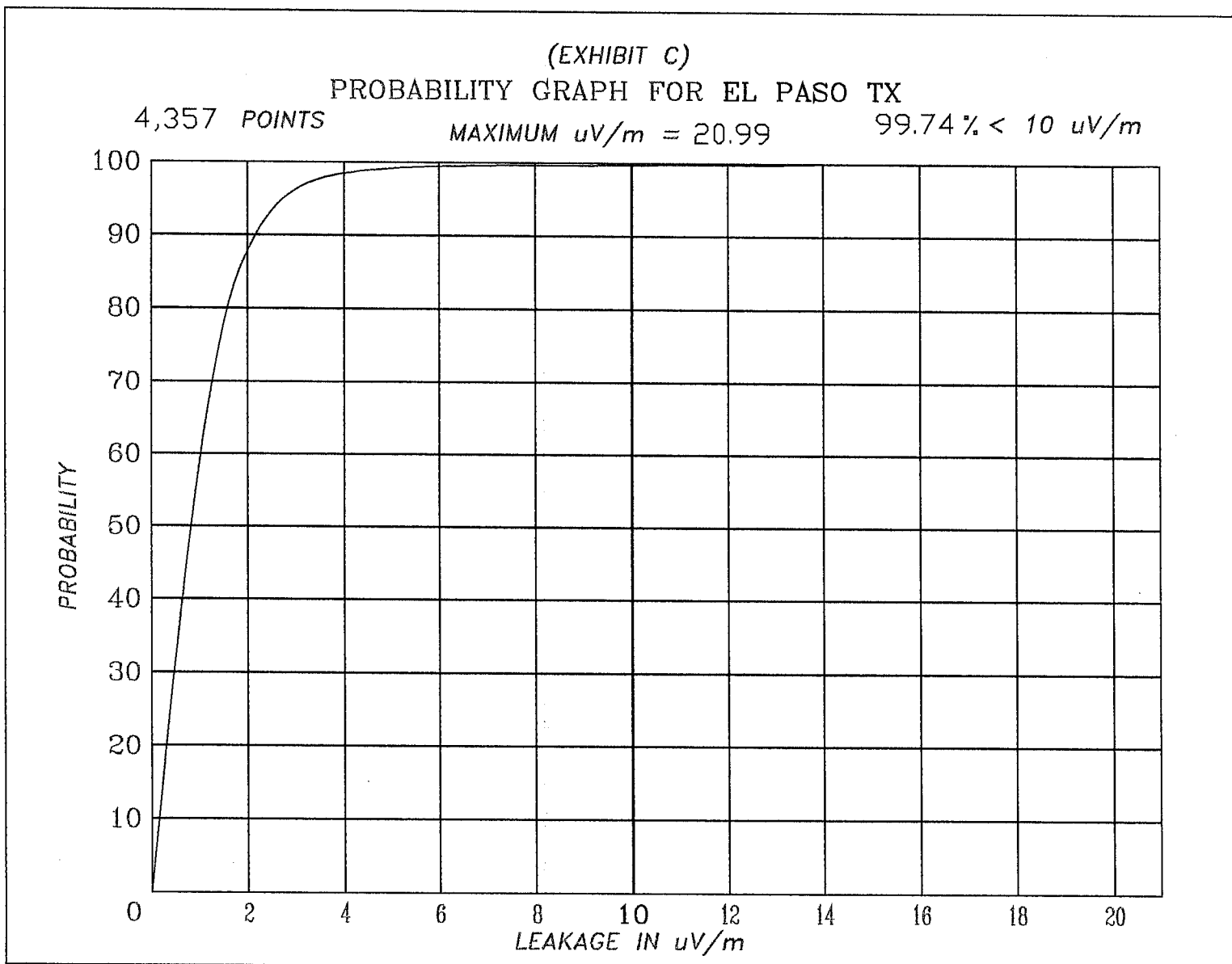
Insert generator to combining network at 133.2625 MHz.

Measure signal level of channel C video carrier at headend trunk output test point with signal level meter.

Set generator output one dB above measured channel C video carrier level.

7. Perform system fly-over at 1500 feet in a grid pattern (all plant covered within 1/2 mile of pattern) at 120mph, combining GPS and signal level readings simultaneously with our software into an on-board computer (see *Test Configuration*). Data sampled twice per second.
8. Convert all latitude and longitude readings to the state plane coordinate system.
9. Using system boundary polygon, filter all data points outside of system using custom software.
10. Develop a frequency distribution graph (see *Probability Graph*) and a listing of all relative high readings.
11. Plot all leak levels on digitized map showing the exact locations of all relative high readings along with the flight pattern.
12. An Enhanced test is a test performed with a test level inserted 2 dB or higher than adjacent video carrier levels. To generate the FCC standard report, all test data is reduced utilizing the following formula:  
$$\text{dB} = 20 * \log(x / 10).$$

# Probability Graph



# Relative High Readings

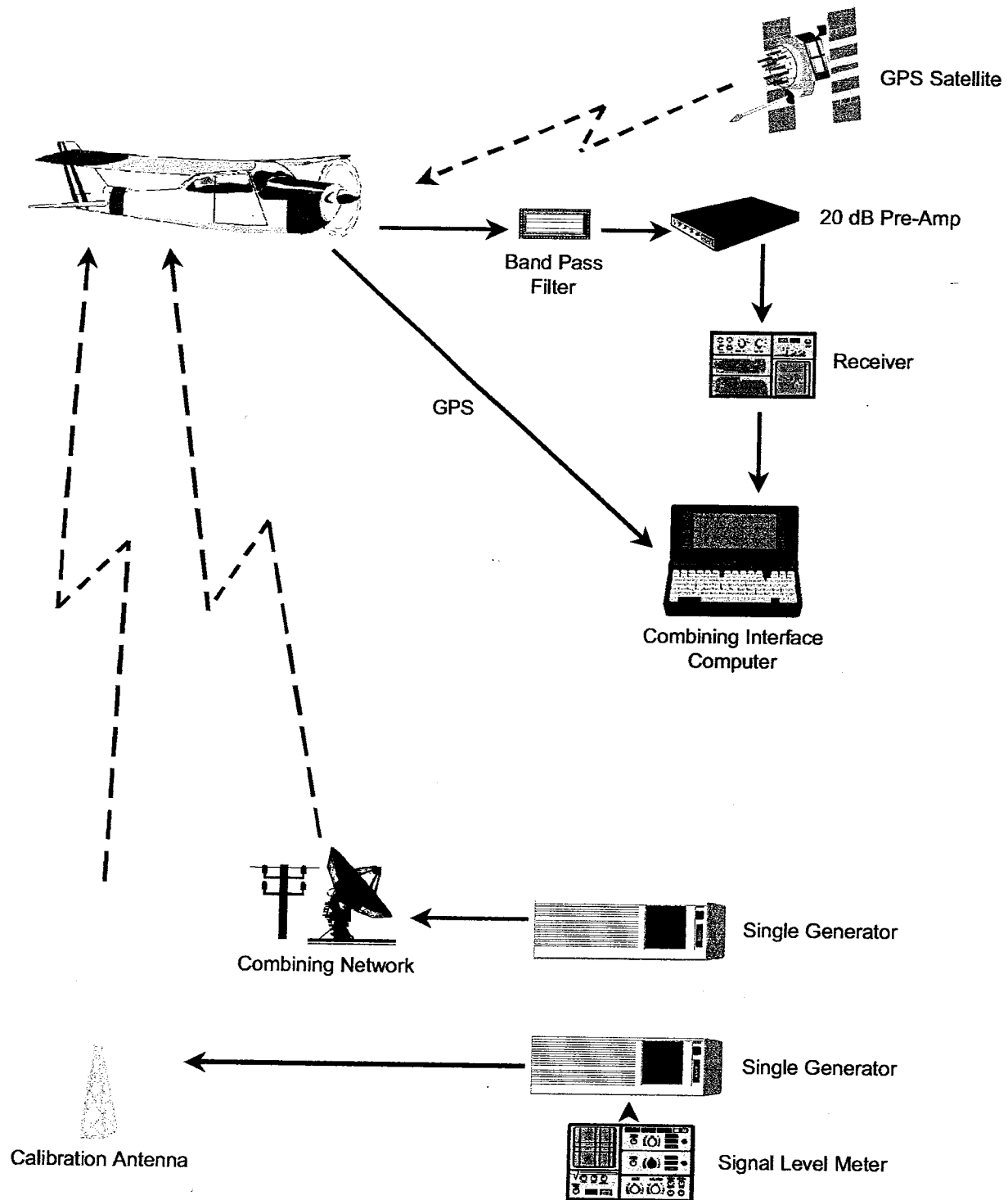
Relative high readings for EL PASO TX

uV/m ----	Longitude -----	Latitude -----
20	-106.5920	31.8450
9	-106.5790	31.8480
10	-106.5030	31.7900
6	-106.4180	31.9090
10	-106.4460	31.8700
6	-106.3480	31.7910
9	-106.3560	31.7360
13	-106.2840	31.6170

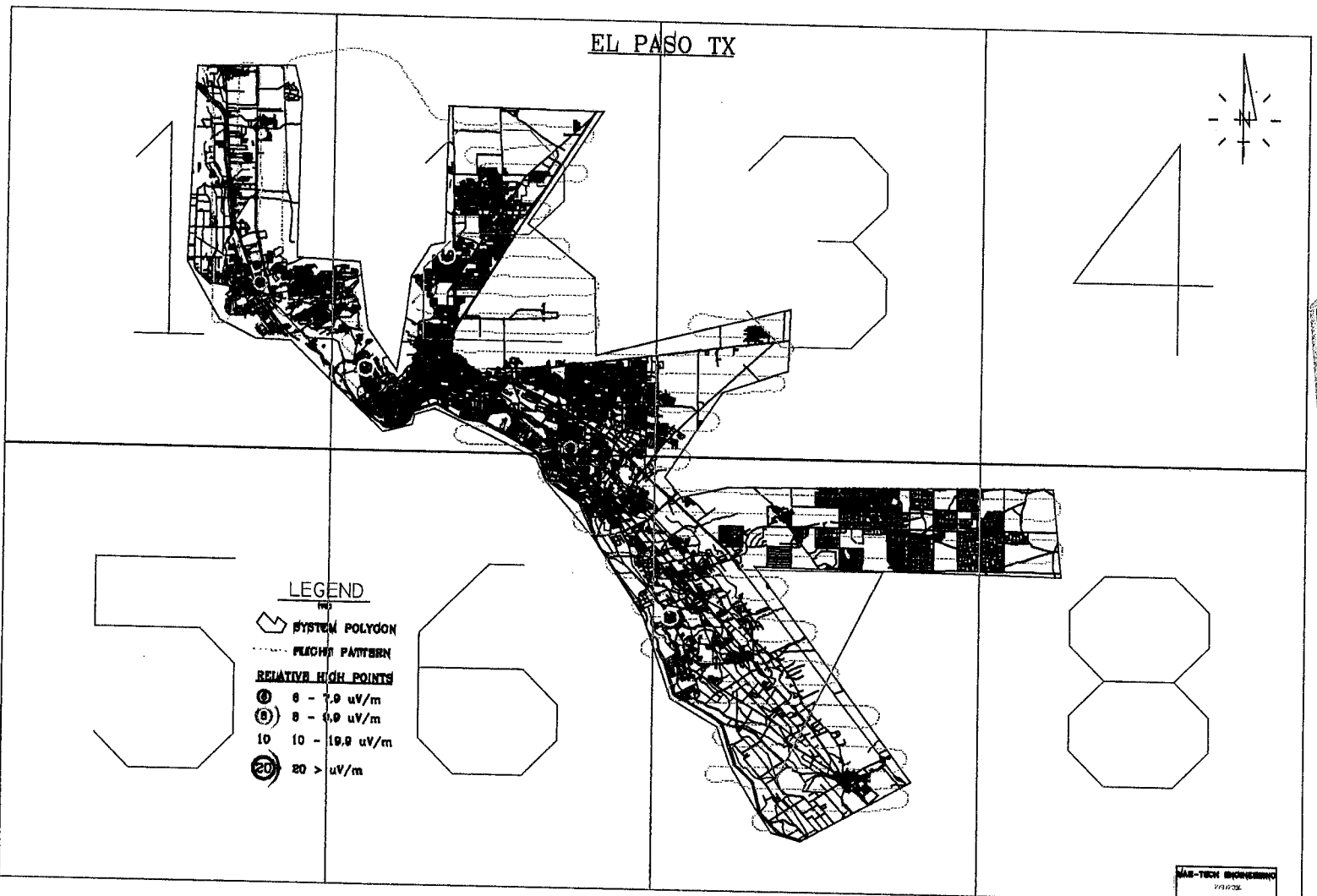
# List of Equipment (Partial)

Equipment	Calibration
<b>Aircraft</b>	
Partenavia P69B	N/A
Cessna 210	N/A
Cessna T210	N/A
Beechcraft B76	N/A
<b>Apollo 2001 GPS NMS</b>	N/A
<b>Leakage Detection Meters</b>	
Wavetek CLM - 1000	Yearly
AOR AR - 1	Yearly
<b>Signal Level Meters</b>	
Wavetek SAM - 1550	Yearly
Wavetek SAM - 2000	Yearly
<b>Frequency Synthesized Generators</b>	
HP 8467 - A	Yearly
Wavetek - Model 2407	Yearly
Wavetek - Model 3000-200	Yearly
<b>Interfacing Combining Equipment</b>	
Band Pass Filter	N/A
20 dB Pre-Amp	N/A
28-13 DC Voltage Converter	N/A
<b>Lindsay Airborne Dipole Antenna</b>	N/A
<b>Lindsay Calibration Dipole Antenna</b>	N/A
<b>Laptop Computers</b>	N/A
<b>Mar-Tech Custom Software For Collecting And Interpreting Data And Filtering Points Outside The Polygon (System Boundary)</b>	N/A

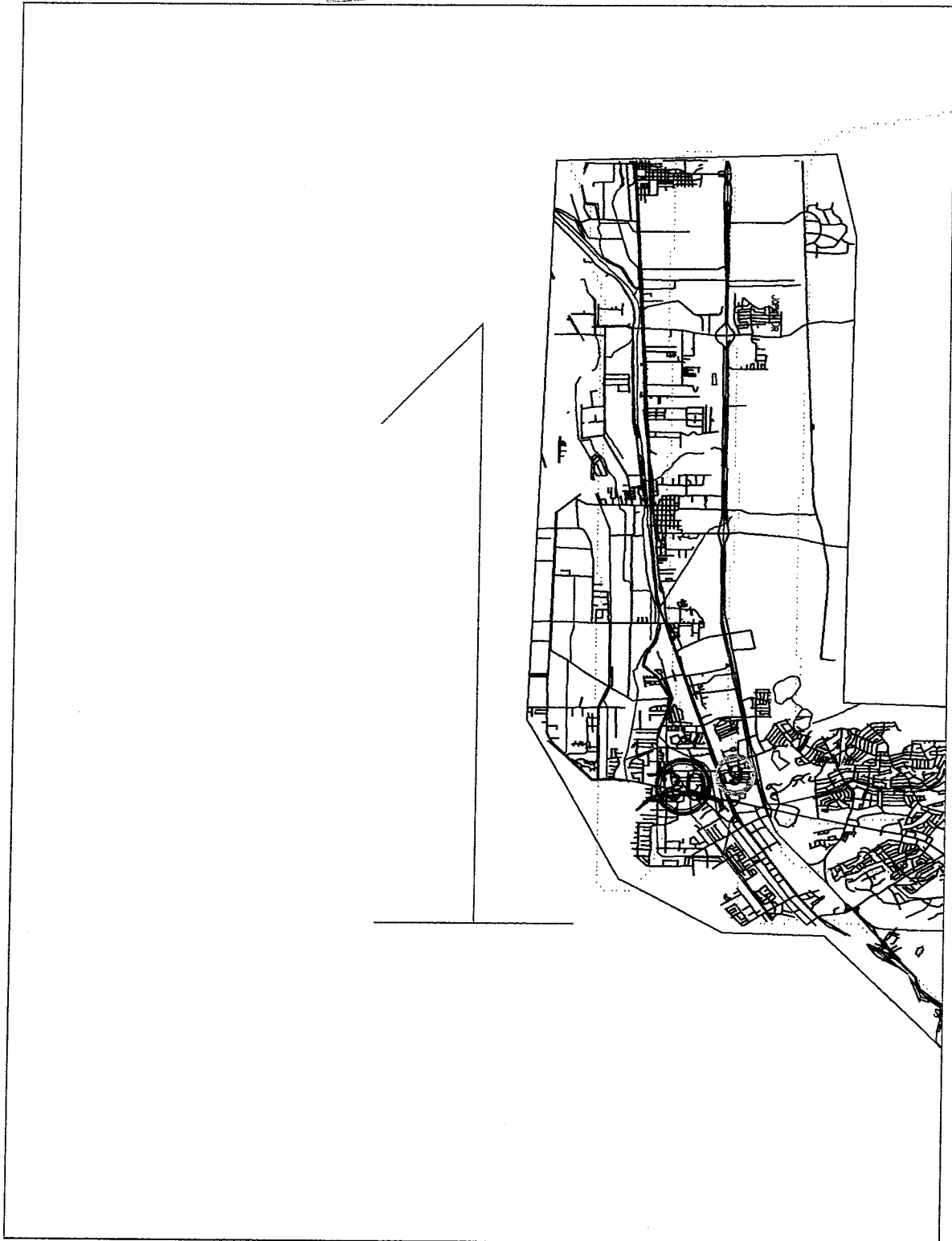
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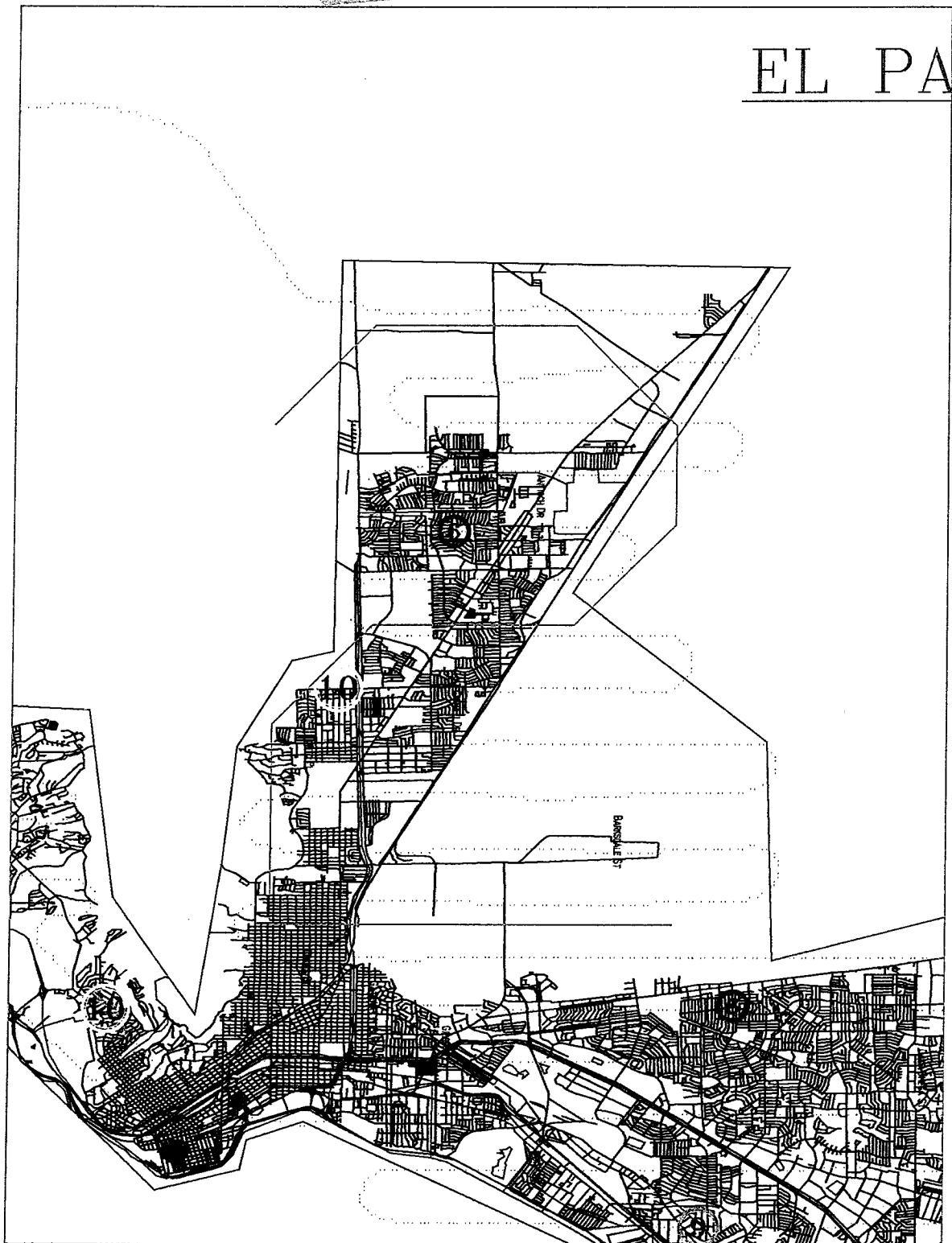
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# Map

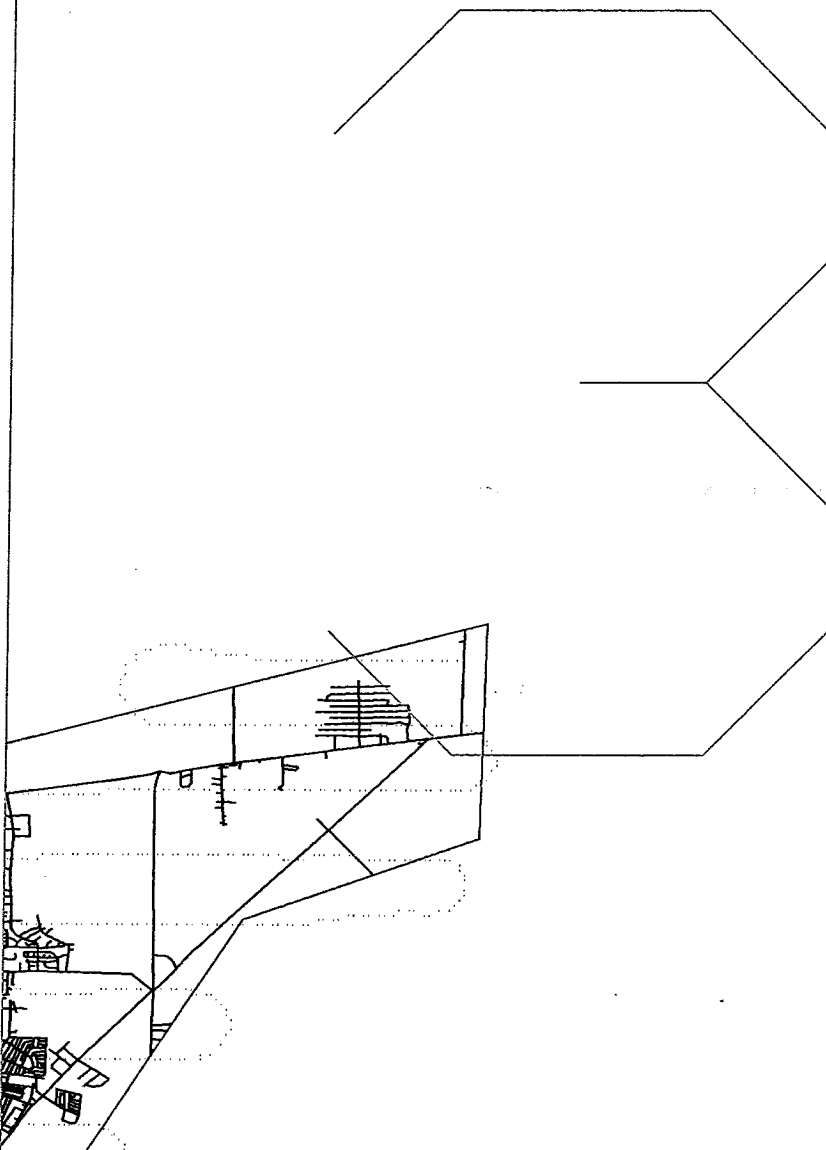


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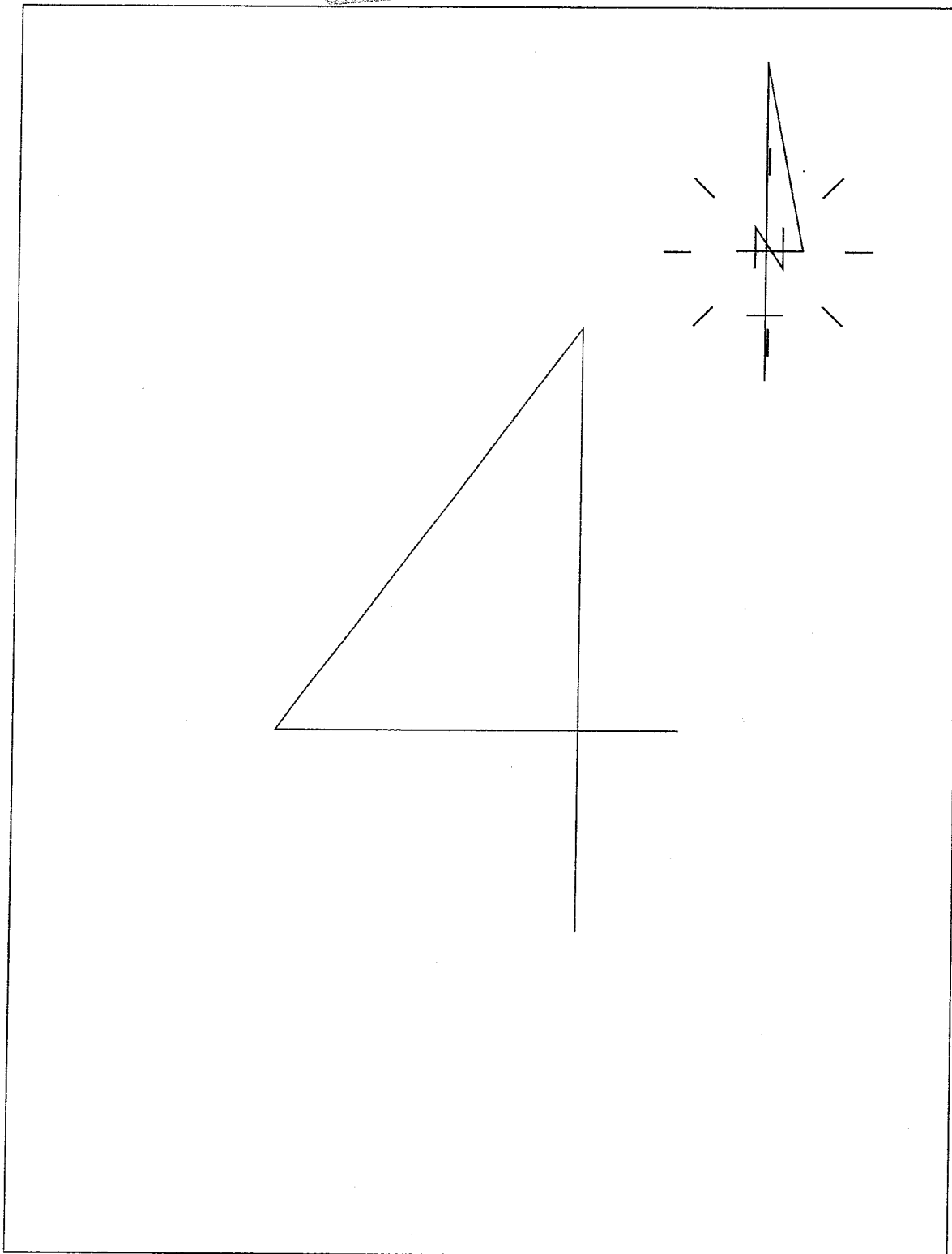


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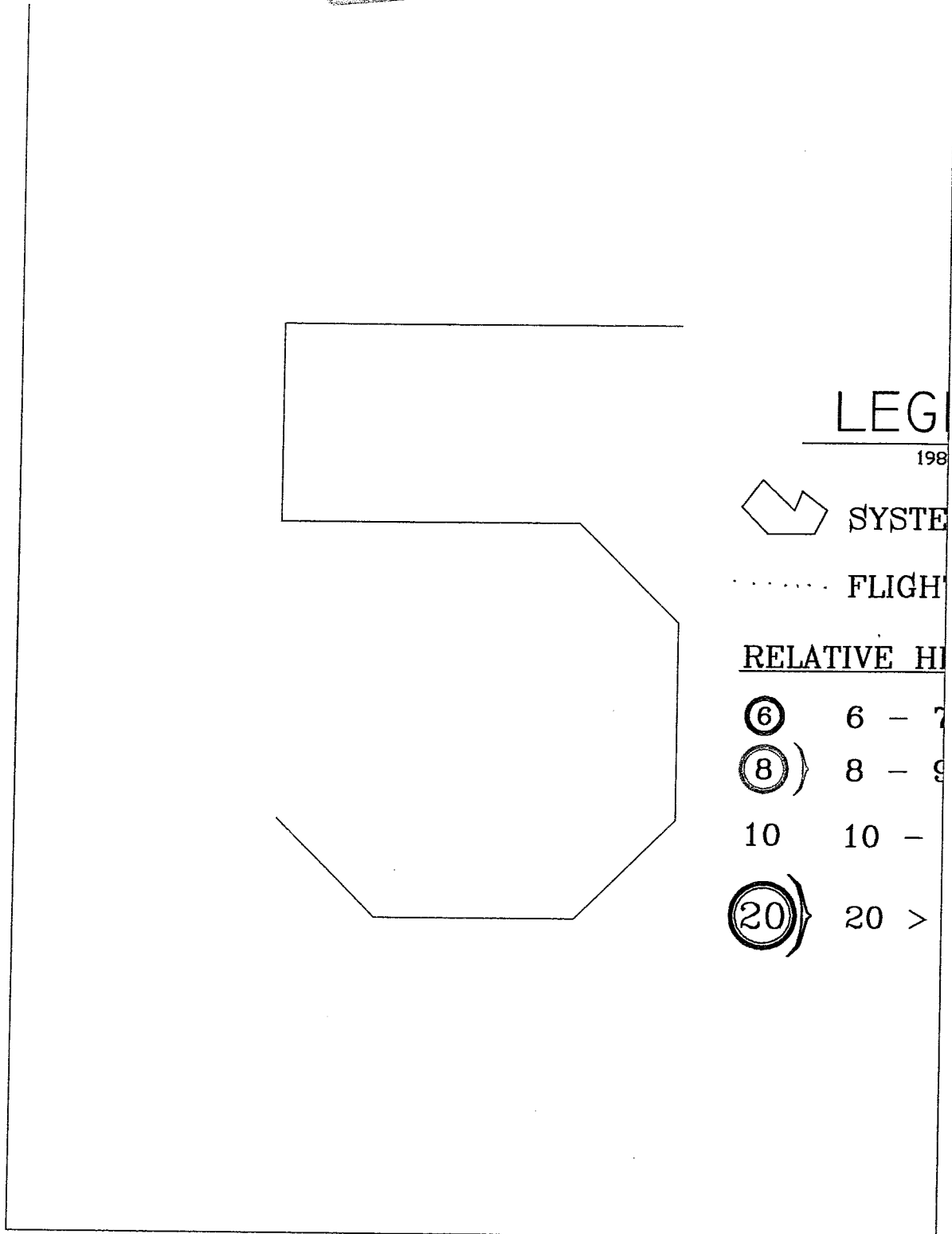
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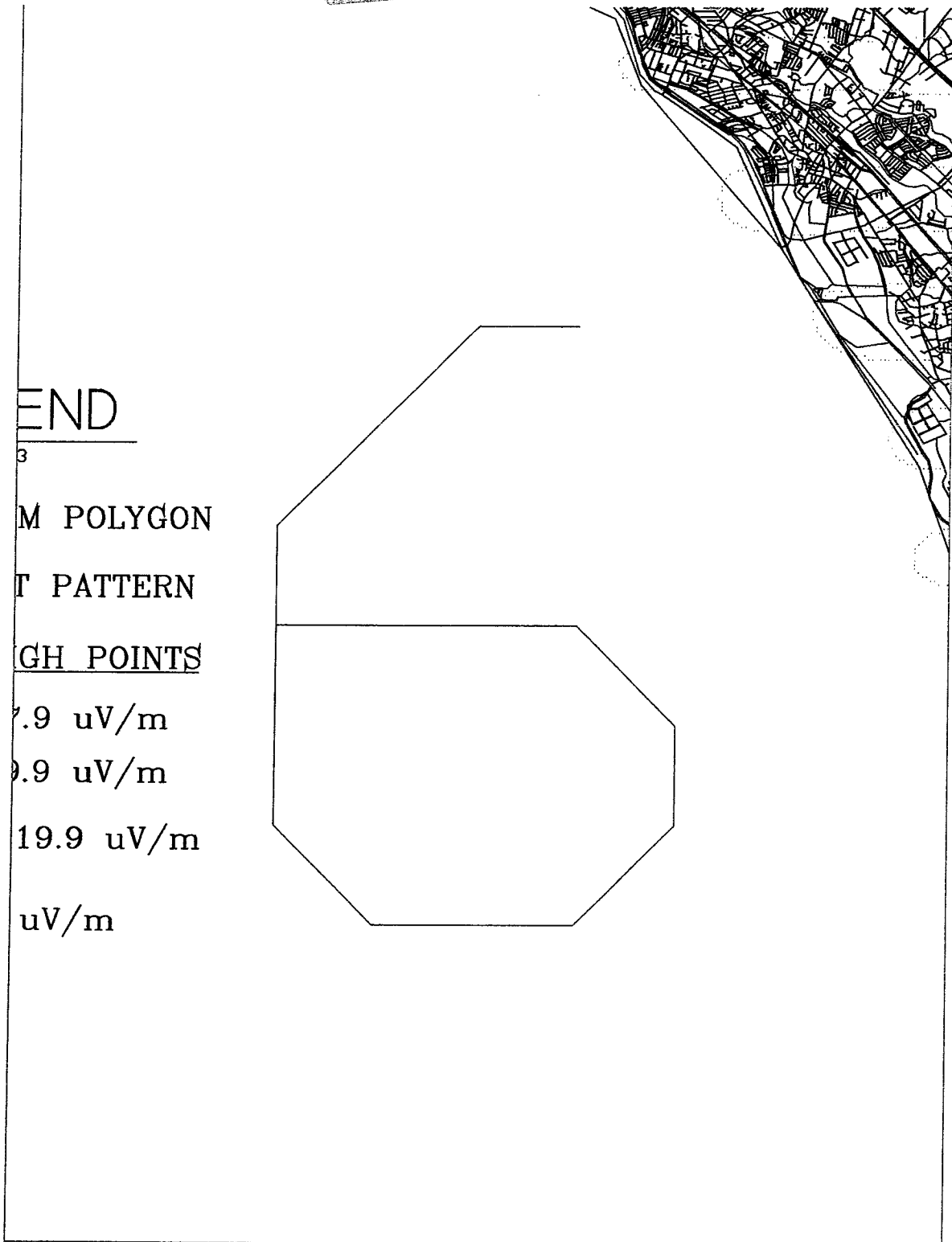
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## Map



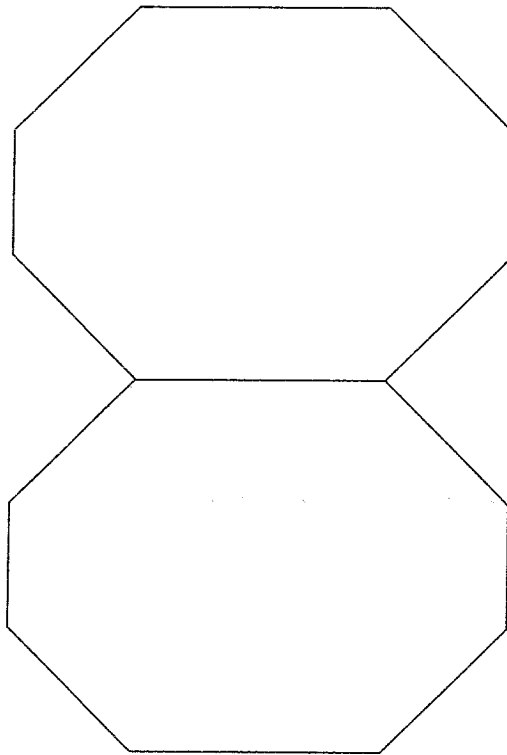
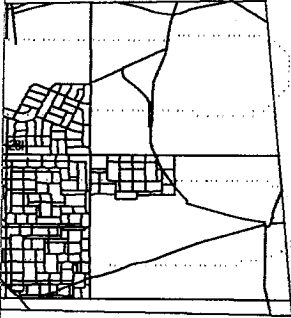
# Map



# Map



# Map



**MAR-TECH ENGINEERING**  
2/9/2004

**COLLABORATIVE COMMITTEE  
REPORT**

# **FRANCHISE FEE REVIEW**



2004-05 El Paso Educational Cable Access  
Collaborative Report



# **El Paso Educational Cable Access Collaborative**

The Cable Collaborative appreciates the time and effort that Time Warner Cable invested in conducting a survey for the Cable Collaborative EPIC-TV channel 14. The results were very positive with 56% of the individuals surveyed indicated that they watch EPIC-TV cable channel 14 at least once per week.

Even though, there have been challenges along the way, the collaborative member's main objective has been and is to provide educational and instructional programming to the community of El Paso.

## **Programming**

El Paso Community College (EPCC) will have twenty-seven new series by the spring of 2005. (See attached program list). Currently the major institutions that are broadcasting programs on EPIC –TV channel 14 are:

- El Paso Community College District
- El Paso Independent School District
- Socorro Independent School District
- Region XIX Educational Service Center

EPCC is introducing two new in-house produced series to start broadcasting by fall 2004.

The first is “**Tech Knowledge-E**”: Tech Knowledge-E (*pronounced Technology*) is an educational program that explores the many ways technology affects our lives. The program examines the origins, applications and future uses of technology with special attention to the educational uses of today's technology at El Paso Community College.

The second is “**The Show**” a weekly half-hour television production highlighting the diverse and complex body of the College District in a positive and informative manner.

The “**El Paso Teens Talk**” was taped at the Time Warner facilities. The show is produced by EPISD and the host is paid by EPISD, EPCC provides lighting equipment and a lighting director. Time Warner provides the facility, equipment and additional personnel and Socorro ISD provides the nametags for the teens. The teen talk production includes four to five cameras, 50 to 100 teenagers, and expert guests from the community. Since 1998, we have taped twenty-six El Paso Teens Talk programs.

The El Paso Community College because of demand continues to broadcast the live call-in math program **"Tune In for Help"**. Student participation shows a small increases ever semester. (See attached information sheet). The EPISD, SISD and the El Paso Community College District provide the funding for this program.

### **EPIC Website**

El Paso Cable Collaborative has made significant advances this year and welcomes UTEP's participation. Mr. Patrick Mullin Senior Lecturer for the Department of Communication at UTEP has contributed his expertise in the creation of the EPIC-TV website. This is an ongoing class project and the communications department will maintains the website. To view the site go to [www.dmc.utep.edu/epic14](http://www.dmc.utep.edu/epic14). This site provides the visitor with background information, direct links to collaborative institutions and the current program schedule. (See attached copy of website)

### **Survey**

Time Warner conducted an informal survey of their subscribers to determine the number of viewers for EPIC-TV. The results were very positive with 56% of Time Warner's subscribers stated that they watch EPIC-TV channel 14 at least once per week. This is a great accomplishment for the Cable Collaborative. This indicates that EPIC-TV is becoming visible and recognized in the community.

### **Local School Involvement**

The Cable Collaborative members have met with instructors from various high school television production classes. Plans are to continue meeting starting in September and form a production advisor committee composed of television faculty for the purpose of producing two television shows per year using the students and collaborative members.

### **Awards**

EPISD also received the following awards from the Texas School Public Relation Association in 2003. All of these videos in some fashion were broadcast on Cable Channel 14 EPIC-TV.

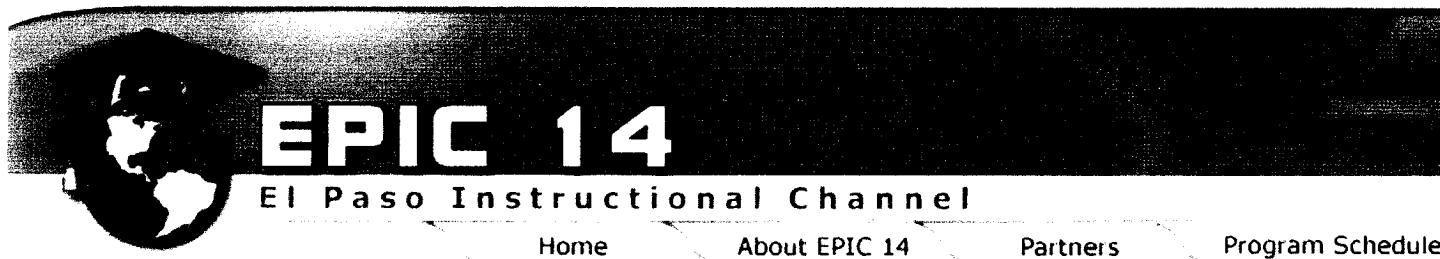
Silver Star Award: El Paso Teens Talk programs  
Silver Star: Music Menagerie  
Best of Category Gold Star: Van Go  
Gold Star Award: Mathematics Problems Solving  
Gold Star Award: ESL Instruction the Content Areas  
Silver Star Award: Center for Career & Technology

The current Collaborative live program "Tune in for Help" is again a success in providing the community the math help greatly needed.

The following programs are being downlinked from satellite (Annenberg) free of charge,  
and will be scheduled to broadcast in the upcoming fiscal year  
2004-2005

A Biography of America
American Cinema
American Passages: A Literary Survey
Arts in Every Classroom: A Video Library, K-5, The
Connect with English
Conversations in Literature
Democracy in America
Destinos: An Introduction to Spanish
Earth Revealed
Fokus Deutsch
Growing Old in a New Age
Human Geography: People, Places, and Change
In Search of the Novel
Learning Math: Data Analysis, and Probability
Learning Math: Geometry
Learning Math: Measurement
Learning Math: Number and Operations
Literary Visions
Power of Place: Geography for the 21st Century
Rural Communities: Legacy & Change
Scienceline

Science in Focus: Energy
Science in Focus: Force in Motion
Social Studies in Action: A Teaching Practices Library, K-12
Teaching Foreign Languages K-2: A Library of Classroom Practices
Teaching Reading K-2: A Library of Classroom Practices
Unseen Life on Earth: An Introduction to Microbiology



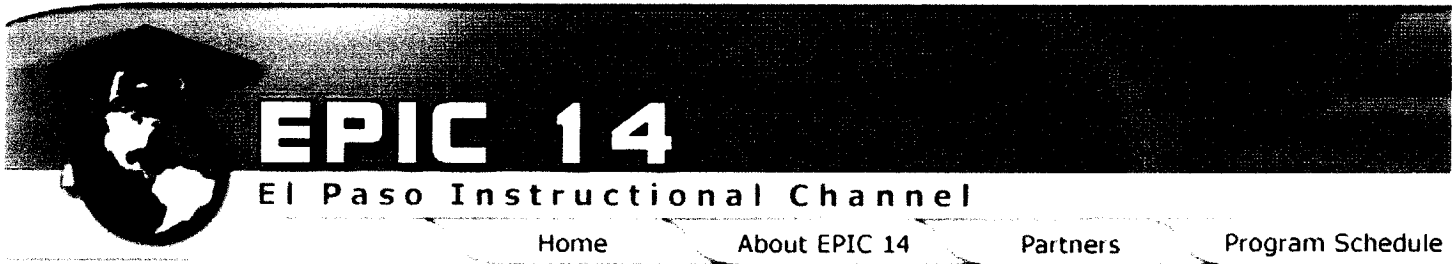
[home](#)

**Welcome to the El Paso Education Cable Access Collaborative On-line.**

The mission of the El Paso Educational Cable Access Collaborative is to provide diverse, high-quality educational and informative television programming on the El Paso Instructional Channel (EPIC-TV, Channel 14) for viewers of Time Warner Cable in El Paso, Texas.



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## About EPIC 14

[home](#) > [About Epic 14](#)

[Mission Statement](#) - [Guiding Principles](#) - [Goals](#) - [Objectives](#)

### MISSION STATEMENT

The mission of the El Paso Educational Cable Access Collaborative is to provide diverse, high-quality educational and informative television programming on the El Paso Instructional Channel (EPIC-TV, Channel 14) for viewers of Time Warner Cable in El Paso, Texas.

### GUIDING PRINCIPLES

The Collaborative is a partnership of organizations, not of individuals. Representatives serve the Collaborative as members of their respective institutions.

Membership of the Collaborative is inclusive. All El Paso-area not-for-profit educational institutions and organizations are welcome to participate regardless of that institution's ability to provide financial or human resources to the Collaborative. Representation is equal. Each institution has one vote on the Collaborative Board of Directors.

Programming schedules are built around viewers' interests. Responsibilities to originate programming during each programming period are assigned to various members of the Collaborative based on appropriateness of programming for the potential audience during each time period.

Wherever possible, Collaborative members agree to combine resources in order to acquire or produce programming that meets the needs of EPIC audiences. An example of this collaboration is the "Tune in For Help" program produced through the efforts of teachers and technical personnel from several member institutions.

Members agree to provide guidance in the selection of programming to be acquired or produced by individual members for presentation on EPIC.

To encourage participation by all member institutions, EPISD, YISD and EPCC agree to provide production assistance and/or facilities at a low cost to Collaborative members.

[\[back to the top\]](#)

### GOALS

- To make educational television programming accessible to all students of all ages.
- To increase the use of technology in smaller districts through the use of workshops and training.
- To improve the quality of content of existing educational programming.
- To improve production standards for all locally produced programming that runs on EPIC.
- To minimize overlap and duplication of programming, thus maximizing every institution's resources.

- To collaborate on programming that cuts across institutional lines.
- To produce programming that highlights local institutions.
- To offer courses for credit.
- To attract new funding for programming through grants to the Collaborative.

[\[back to the top\]](#)

## **OBJECTIVES**

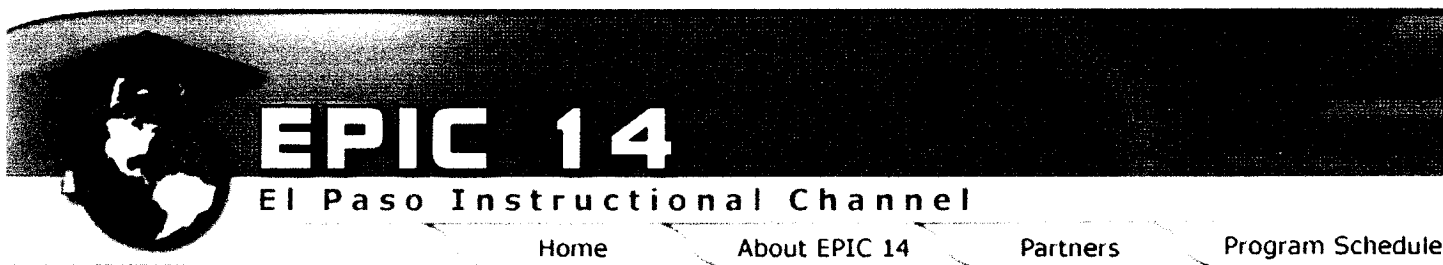
- To increase programming acquisition and local production.
- To acquire equipment for smaller school districts so they can participate more fully.
- To sponsor production workshop series for Collaborative institutions to improve quality.

[\[back to the top\]](#)



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## EPIC 14 Partners

[home](#) > [Partners](#)



[El Paso Community College](#)



[El Paso Independent School District TV Studios](#)



[Region 19](#)



[Time Warner Cable](#)



[UTEP Department of Communication](#)



[Ysleta Independent School District](#)



[Anthony ISD](#)



[Canutillo ISD](#)



[Clint ISD](#)



[Dell City ISD](#)



[El Paso ISD](#)



[Fabens ISD](#)



Fort Hancock ISD [↗](#)



San Elizario ISD [↗](#)



Sierra Blanca ISD



Socorro ISD [↗](#)



Tornillo ISD [↗](#)



Ysleta ISD [↗](#)

#### Charter School Web Pages

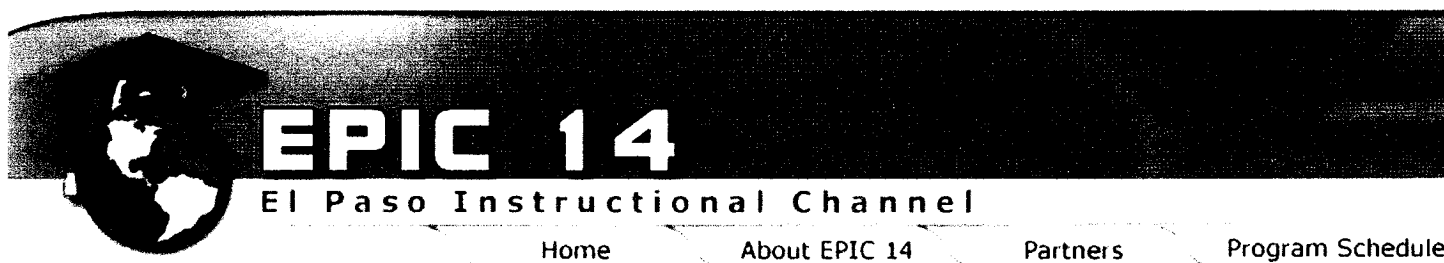


Burnham Wood [↗](#)



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**Program Schedule - Summer 2004** -May 10 through August 23, 2004-

[home > Program Schedule](#)

[Click here to view:  
Spring 2004 Schedule](#)

	<b>Sunday</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
8:00	TV 411	GED Connections	GED Connections	GED Connections	GED Connections	GED Connections	<i>Come Read with Me</i>
8:30	Degrassi kids	French in Action	Survival Spanish	French in Action	Survival Spanish	French in Action	Science Sense
9:00	The Teen Years are Tough	Let's Learn Japanese	Conversemos! Let's Talk	Let's Learn Japanese	Conversemos! Let's Talk	Educational Forum	<i>Technology Tips</i>
9:30		Crossroads Cafe	Long Live La Familia	Crossroads Cafe	The Human Condition		<i>EPISD at a Glance</i>
10:00	Beginning of Man	Annenberg Channel	Annenberg Channel	Annenberg Channel	Annenberg Channel	Annenberg Channel	Humanities Through the Arts
10:30	<i>Emerging Renaissance</i>						<i>Emerging Renaissance</i>
11:00	Congress: We the People	Annenberg Channel	Annenberg Channel	Annenberg Channel	Annenberg Channel	Annenberg Channel	Congress: We the People
11:30	Framework for Democracy						Framework for Democracy
12:00PM	Sketches of the World	A Matter of Taste	Spices of Life	A Matter of Taste	<i>EPISD at a Glance</i>	Long Live La Familia	Sketches of the World
12:30	Sketching Techniques	Beginning Piano	Photographic Visions	Beginning Piano	Focus on Watercolor	Needlecraft	Math Factor
	Cycles of Life: Exploring Biology	Science Demo	The World of Chemistry	For the Love of Wisdom	Wild South	The Challenge	Cycles of Life: Exploring Biology

# El Paso Educational Television Collaborative

El Paso Instructional Channel

# 14

"EPIC Television for El Paso"

## WEEKLY PROGRAM SCHEDULE

Summer

May 10 through August 28, 2004

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>8:00</b>	Life on Earth	GED Connections	GED Connections	GED Connections	GED Connections	GED Connections	<i>Come Read with Me</i>
<b>8:30</b>		French in Action	Survival Spanish	French in Action	Survival Spanish	French in Action	Science Sense
<b>9:00</b>	The Teen Years are Tough	Let's Learn Japanese	Conversemos! Let's Talk	Let's Learn Japanese	Conversemos! Let's Talk	Educational Forum	<i>Technology Tips</i>
<b>9:30</b>		Crossroads Café	Long Live La Familia	Crossroads Café	The Human Condition		<i>EPISD at a Glance</i>
<b>10:00</b>	Beginning of Man	Annenberg Channel	Annenberg Channel	Annenberg Channel	Annenberg Channel	Annenberg Channel	Humanities Through the Arts
<b>10:30</b>	<i>Emerging Renaissance</i>						<i>Emerging Renaissance</i>
<b>11:00</b>	Congress: We the People	Annenberg Channel	Annenberg Channel	Annenberg Channel	Annenberg Channel	Annenberg Channel	Congress: We the People
<b>11:30</b>	Framework for Democracy						Framework for Democracy
<b>12:00 PM</b>	Sketches of the World	A Matter of Taste	Spices of Life	A Matter of Taste	<i>EPISD at a Glance</i>	Long Live La Familia	Sketches of the World
<b>12:30</b>	Sketching Techniques	Beginning Piano	Photographic Visions	Beginning Piano	Focus on Watercolor	Needlecraft	Math Factor
<b>1:00</b>	Cycles of Life: Exploring Biology	Science Demo	The World of Chemistry	For the Love of Wisdom	Wild South	The Challenge	Cycles of Life: Exploring Biology
<b>1:30</b>	Economics 2302	America's Early Years/ Era of Expansion	History in Focus	History in the Making: The 1980's	America's Early Years/ Era of Expansion	Issues in the News	Economics 2302
<b>2:00</b>	The Brain	The Story of English	Ethics in America	Heritage: Civilization and the Jews	Voices and Visions	<i>Legally Speaking</i>	Books of Our Time
<b>2:30</b>						Ray Bradbury	

Programming is subject to change. Programs listed here in italics are produced by the El Paso Educational Television Collaborative.

# El Paso Educational Television Collaborative

El Paso Instructional Channel

# 14

"EPIC Television for El Paso"

## WEEKLY PROGRAM SCHEDULE

Summer

May 10 through August 28, 2004

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>3:00 PM</b>	History 1302	College Algebra	A Question of Law	Against All Odds	A Question of Law	Math Eye	History 1302
<b>3:30</b>	Psychology 2301	<i>Come Read with Me</i>	<i>Come Read with Me</i>	<i>Legally Speaking</i>	<i>Come Read with Me</i>	Degrassi Kids	Psychology 2301
<b>4:00</b>	Sociology 2301	<i>Emerging Renaissance</i>	Alcoholism	Substance Abuse	<i>Mature Living</i>	Teen Issues	Sociology 2301
<b>4:30</b>	Child Development 1354	<i>Tune in For Help</i>	<i>Tune in For Help</i>	<i>Tune in For Help</i>	<i>Tune in For Help</i>	Mechanical Universe & Beyond	Child Development 1354
<b>5:00</b>	Dollars \$ Sense					Using Math / Many Voices	Dollars \$ Sense
<b>5:30</b>	America in the 20th Century	Profiles	Movie Magic	Inside Stories	<i>SISD TV</i>	Hummanities Through the Arts	America in the 20th Century
<b>6:00</b>	Native American/Science Demonstrations		Scientific Eye	Biologix	Chemistry Connections	Cosmos	Native American/Science Demonstrations
<b>6:30</b>	TV 411	<i>Technology Tips</i>	Simply Science	Physics	<i>Technology Tips</i>		Origins: A Hist. Of N.America
<b>7:00</b>	The Show	<i>Come Read with Me</i>	The Show	Planet Earth	<i>Come Read with Me</i>	<i>SISD TV</i>	The Show
<b>7:30</b>	U.S. Geography: From Sea to Shinning Sea	<i>EPISD at a Glance</i>	For all Practical Purposes		<i>EPISD at a Glance</i>	Stargazing: A Graphic Guide to the Heavens	Shakespeare: From Page to Stage
<b>8:00</b>	Ray Bradbury	Living Well	<i>Mature Living</i>	<i>Region 19 Early Education Matters</i>	<i>Mature Living</i>	For the Love of Wisdom	<i>Mature Living</i>
<b>8:30</b>	<i>Along the Rio Grande</i>	<i>Emerging Renaissance</i>	Aging: Life's Hidden Agenda	<i>Legally Speaking</i>	Aging: Life's Hidden Agenda	<i>Legally Speaking</i>	<i>Along the Rio Grande</i>
<b>9:00</b>	<i>Frontera Artist</i>	GED Connections	GED Connections	GED Connections	GED Connections	GED Connections	<i>Frontera Artist</i>
<b>9:30</b>	Almost Painless Guide	Western Tradition I	Western Tradition II	Western Tradition I	Western Tradition II	Issues in the News	Almost Painless Guide

Programming is subject to change. Programs listed here in italics are produced by the El Paso Educational Television Collaborative.

**"Tune In For Help" Report: Number of Calls Received**

Pg. 1/3

<b>FALL 2003: Schools</b>	<b>Algebra M/W</b>	<b>Geometry T/TH</b>	<b>TOTAL</b>
Americas High School	1		1
Andress High	2		2
Austin High School	2	4	6
Bethel Temple High Sch.	5		5
Canutillo High		1	1
Cathedral		1	1
Chapen High		1	1
Coronado High School	1	1	2
Del Valle High School	1		1
Desert View Middle 8th		1	1
Eastwood High School	1		1
El Dorado High	1	1	2
EPCC	2	6	8
Eucharist		1	1
Franklin High School	4	7	11
Gadsen Middle School		9	9
Henderson		1	1
Hillcrest Middle School		2	2
Indian Ridge Middle	1		1
Irving High		2	2
Jefferson Middle	1		1
Lincoln Middle School		1	1
Mc Arthur	1		1
Montwood High School	1	1	2
Moorehead Middle School		2	2
Ranchland Hills Middle	1	8	9
Riverside High School	1		1
Riverside Middle	3		3
Santa Teresa Middle		1	1
Slider Mid. 8th		1	1
Socorro High School	13	7	20
Socorro Middle School	1	1	2
St. Patrick		1	1
St. Raphael	1	3	4
Terrance Hills 6th grade	1		1
UT of Phoenix	1		1
UTEP	7	7	14
Vista Hills Elementary 6th	1		1
Ysleta High School	1		1
<b>FALL TOTALS</b>	<b>2003</b>	<b>71</b>	<b>126</b>
<b>FALL Hang Ups</b>	<b>54</b>	<b>40</b>	<b>94</b>
<b>FALL OTHER CALLS</b>	<b>73</b>	<b>38</b>	<b>111</b>
<b>FALL - ALL CALLS TOTAL</b>	<b>182</b>	<b>149</b>	<b>331</b>

# "Tune In For Help" Report: Number of Calls Received

Pg. 2/3

SPRING 2004: Schools	Algebra M/W	Geometry T/TH	TOTAL
Adult Lrng GED		2	2
Americas High School	6		6
Americas Middle 8th		1	1
Andress High School	1	1	2
Anthony Middle 7th	1		1
Austin High School		1	1
Bassett Middle 7th	1		1
Bowie High School		1	1
Burgess High School	5		5
Canutillo Elementary	2		2
Canutillo High School	2	2	4
Canutillo Middle 8th	2	1	3
Cathedral High	1		1
Chapins High	1		1
Coronado High	2	1	3
De Baron Park Elementary	1		1
Del Norte 6th	1		1
Del Valle High School	1		1
Desert View	1		1
Dona Ana Community College	1		1
Dona Ana High (Jr.)	1		1
Eastwood High School	3		3
Eastwood Middle School	2	1	3
El Paso High	1	1	2
Emmanuel Baptist Elem. 4th	3		3
EPCC	6	3	9
Fax	3		3
Franklin High School	3		3
Gadsten High School	1		1
Gadsten Middle	1		1
George Welsh 6th	1		1
Hamburg 5th	1		1
Hanks High School	1		1
Horizon 7th	1		1
Horneo Middle	1		1
Irving High School	20	5	25
Jefferson High School		1	1
Jose T. Ernest Elementary 6th	1		1
Juarez	1		1
La Union Elementary		1	1
Lincoln Middle School 6th		2	2
Morehead Middle 7th	1		1
Nolan Richardson 7th		1	1
O'Donnel Elementary	1		1
O'Shea 5th	1		1
Our Lady of the Assumption 6th	2		2
Parkland 7th	1		1
Riverside High School	2	1	3
Riverside Middle 7th & 8th	1	2	3
<b>Sub Totals</b>	<b>89</b>	<b>28</b>	<b>117</b>
<b>SPRING</b>			

**"Tune In For Help" Report: Number of Calls Received**

Pg. 3/3

<b>SPRING 2004: Schools</b>	<b>Algebra M/W</b>	<b>Geometry T/TH</b>	<b>TOTAL</b>
San Elizario High		1	1
Santa Teresa Middle		1	1
Scottsdale Elementary		3	3
Socorro High	2		0
St. Josephs Elementary 3rd	1		1
Sun Ridge Elementary 5th		1	1
Sunland Park 4th		1	1
U of Phoenix, EP	1		1
UTEP	2	3	5
UTEP FAX		1	1
Wainwright Elementary 5th		1	1
Wayne Wright 5th	1		1
Wiggs Mid. 6th	1		1
Ysleta High	1		1
Ysleta Middle School 8th	1	1	2
<b>Sub Total</b>	<b>10</b>	<b>13</b>	<b>23</b>
<b>Sub Total Pg 2      SPRING</b>	<b>89</b>	<b>28</b>	<b>117</b>
<b>SPRING TOTALS      2004</b>	<b>99</b>	<b>41</b>	<b>140</b>
<b>SPRING Hang Ups</b>	<b>50</b>	<b>24</b>	<b>74</b>
<b>SPRING Other Calls</b>	<b>45</b>	<b>23</b>	<b>68</b>
<b>Total Calls for Spring</b>	<b>194</b>	<b>88</b>	<b>282</b>



## 2004-05 Cable Collaborative Report

